

**Part 3 PROTECTION OF THE SERVICE USER:**

- 3.1 Keyholding
- 3.2 Staff Identification
- 3.3 Gaining Access to the Client's Home
- 3.4 Accidents & Medical Emergencies
- 3.5 Untoward Events
- 3.6 Service User Abuse & Protection of Vulnerable Adults
- 3.7 Child Protection
- 3.8 Leaving the Client's Home

**Part 4 DISRUPTIONS TO THE SERVICE:**

- 4.1 Failure to Gain Access to the Client's Home
- 4.2 Non-attendance of Care Staff
- 4.3 Communication Systems
- 4.4 The Right to Withdraw the Care Service
- 4.5 Leaving the Client's Home at the Client's Request

**Part 5 SAFETY OF THE SERVICE USER'S ENVIRONMENT:**

- 5.1 General Risk Assessment of the Environment
- 5.2 Hazardous Substances in the Client's Home
- 5.3 Pests & Infestation
- 5.4 Pets
- 5.5 Disposal of Waste
- 5.6 Food Hygiene