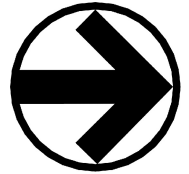


## 4.4 THE RIGHT TO WITHDRAW THE CARE SERVICE

As a Domiciliary Care Agency we fully respect the right of the client to live in his / her home in the conditions they choose. Where the client's health or safety is considered to be compromised then our care staff do retain the right to bring this to the attention of both the client and the Agency's management. However, set against this is the right of our staff to be able to undertake their duties without undue hazard or threat to their general health, safety and well-being within the client's home environment.



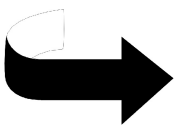
We have a Policy which sets out a number of eventualities where the health and / or safety of the care worker could be compromised. Obviously, wherever possible we would seek to resolve these situations amicably but, as a last resort, we do reserve the right to withdraw the care service from the client altogether where we feel that the safety and / or well-being of our staff is being compromised. Conditions under which we would consider withdrawing the service can include:

- Abuse, aggression, harassment or actual violence from a client or a client's relative / family member.
- Attack by a dangerous pet.
- Working in a home environment infested with pests or vermin.

We have established a Policy to address the withdrawal of the care service from a client, and this will be covered as part of your Induction Training Programme.

## 4.5 LEAVING THE CLIENT'S HOME AT THE CLIENT'S REQUEST

You must always remember that, while you are delivering the care service to your client, you are effectively a guest in their home. As such, the client has the right to ask you to leave at any time and for whatever reason.



Should this happen, you would need to try and establish the reason, but you must always respect the right of the client to make such a decision. You must inform the Agency's offices immediately in the event that you are asked to leave so that contingency plans for continuity of client care can be put into place. This will be covered as part of your Induction Training Programme.