

Part 3: PROTECTION OF THE CLIENT

This part looks at the policies and procedures that we have put in place to safeguard the health, welfare and security of the client when delivering the domiciliary care service.

3.1 KEYHOLDING



For those of our clients who may be frail and / or infirm, or where the client is unable to open the front door to admit you, it may be necessary for you have a key with which to let yourself into the client's home to deliver the service. Obviously, this will be entirely at the client's discretion and we require the client's written permission for us to hold copies of their keys.

Clients' keys are treated with the utmost security and you will receive appropriate training in the correct handling and use of clients' keys. There is a Keyholding Policy which will be covered as part of your Induction Training Programme.

3.2 STAFF IDENTIFICATION

You will be required to carry readily visible identification with you AT ALL TIMES when visiting clients. You will be issued with a unique tamper-proof Identity Card which bears your photograph, our company name as confirmation of who you represent, a unique number and an expiry date. According to the ethnic mix of the community we serve we can make alternative I.D. Cards available in different languages and also in different formats for the benefit of people with visual impairments.



You MUST show your card to the client EACH time you visit them, and also if asked to do so by persons in authority (police, social services etc). Again, we have a Policy on I.D. Cards which will be covered as part of your Induction Training Programme.

3.3 GAINING ACCESS TO THE CLIENT'S HOME

We have developed a specific procedure to address the various ways in which you can gain access to a client's home to deliver the care service which will be covered as part of your Induction Training Programme.

You may or may not be issued with a key for a client, but in any event upon arrival at the client's home you must always knock the door or ring the bell to alert the client that you are here. If you then use the key to gain access you will need to speak out to identify yourself prior to entering to avoid startling the client. As described in 3.2 above you must always show your I.D. Card to identify yourself.

