

Access and Security to Clients Homes

Statement and Purpose of the Policy

Serenta Homecare will address all care needs from the initial referral then will assess if Serenta Homecare can provide the care/support required. If the care/support needs can be met a meeting is arranged to meet the Client and discuss the plan of care. Part of the assessment will be access to the home if the Client is able to answer the door and holds their own key this should be encouraged to maintain independence.

If the Client signs consent to enter the home using the key safe giving the confidential key code number, Serenta Homecare have a duty to ensure that employees keep this information strictly confidential, the recording of any codes will be logged in a format that isn't easily identified, this should not be put with the address of the Client.

If the Client hasn't got a key safe and cannot handle their own keys, then Serenta Homecare will inform social services/NOK for the organisation of a key safe to be fitted. The fitting of the key-safe will be sought before the care package can commence. If a Client is unable to handle their own keys during an active care package social services/NOK will be informed immediately for the immediate fitting of a key-safe.

If keys of Clients are lost or suspected theft has occurred, the Manager on duty is to be informed immediately and action to solve and make the home secure is paramount. Employees will give a statement of event and the police will be informed if required.

Document Control

Date Approved: June 2026

Target Audience: All Serenta Homecare
Staff

Review Date: June 2028

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