

SCDHSC0229

Maintain safety and security when accessing individuals' homes



Overview

This standard identifies requirements for maintaining safety and security when you access the homes of individuals you are supporting. This includes confirming your understanding of procedures and arrangements for access and applying these when you visit. It also includes taking appropriate action when you cannot access an individual's home and when you encounter an emergency on arrival. The standard also covers reviewing procedures and arrangements for accessing and securing the individual's home.

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Performance criteria

Confirm your understanding of arrangements for accessing individuals' homes

You must be able to:

- P1 check the **procedures** for accessing the **individual's** home and dealing with emergencies and unforeseen circumstances
- P2 ensure you understand the individual's preferences and needs about how you access their home
- P3 find out any special arrangements or features of which you need to be aware when accessing the individual's home

Follow procedures to access and secure individuals' homes

You must be able to:

- P4 inform the individual and **key people** about your visit
- P5 ensure your identification badge is up to date and clearly visible
- P6 follow procedures, preferences and any special arrangements for gaining access to the individual's home
- P7 identify yourself appropriately and accurately when you arrive, in accordance with work setting requirements
- P8 where keys are lost or stolen, take action in accordance with legal and work setting procedures
- P9 where you identify any **risks** to yourself, the individual or other people, or to the individual's home, take action in accordance with legal and work setting procedures
- P10 ensure the individual's home is secure when you leave the premises

Take appropriate action when you cannot access individuals' homes

You must be able to:

- P11 when you cannot access the individual's home, follow work setting procedures to find out if the individual is likely to be out or unaware of your visit
- P12 examine other possible reasons for not being able to access the individual's home
- P13 follow work setting procedures and any arrangements agreed with the individual and key people to address situations where you cannot gain access
- P14 make further efforts to access the individual's home
- P15 contact your manager promptly if you still cannot gain access
- P16 explain the actions you have taken to try to gain access
- P17 agree with your manager what further actions are to be taken
- P18 complete records and reports on incidents and actions taken when you cannot access the individual's home, in accordance with legal and work setting requirements

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Address emergencies encountered after gaining access to the individual's home

You must be able to:

- P19 where you are faced with an **emergency** on entering the individual's home, take action in accordance with legal and work setting procedures
- P20 complete records and reports on actions taken when you are faced with an emergency, in accordance with legal and work setting requirements

Review procedures for accessing and securing the individual's home

You must be able to:

- P21 provide feedback on access and security difficulties to the appropriate people
- P22 support the individual and key people to understand any difficulties you are having in accessing or ensuring the security of the individual's home
- P23 work with the individual, key people and **others** to identify any risks associated with being unable to access or secure the individual's home
- P24 discuss with the individual, key people and others how access and security difficulties could be overcome
- P25 report to your manager any actions that have been agreed to resolve access and security difficulties
- P26 review with your manager, the individual, key people and others the changes needed to enable you to access and secure the individual's home
- P27 carry out agreed changes for accessing and securing the individual's home
- P28 complete records and reports on agreed changes for accessing and securing the individual's home, in accordance with legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and human rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

How you carry out your work

You need to know and understand:

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred/child centred working and the importance of knowing and respecting each child or young person as an individual
- K15 the prime importance of the interests and well-being of children and young people
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your

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experience and expertise

Theory for practice

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

Communication

You need to know and understand:

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

Personal and professional development

You need to know and understand:

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

Health and Safety

You need to know and understand:

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication

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- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K41 how and where to access information about accessing and securing individuals' homes
- K42 access procedures for the homes of specific individuals and the reasons for these
- K43 why it is important to follow procedures for accessing and securing individuals homes and the possible consequences of not doing this
- K44 why it is important to wear an up to date identification badge that is visible
- K45 why it is important to inform individuals and key people when you will be visiting
- K46 actions to take when you are unable to access and secure individuals homes or when keys are lost or stolen
- K47 actions to take when you find any key changes in the condition and circumstances of individuals on accessing their home
- K48 reasons why you might not be able to access individuals' homes
- K49 emergencies that may face you when accessing individuals' homes
- K50 how to contribute to reviewing access and security procedures and arrangements with individuals, key people and others

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

An **emergency** may include any situation of immediate or threatening danger to individuals and others

The **individual** is the person you support or care for in your work

Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

Procedures are formally agreed and binding ways of working that apply in many settings. Where formal procedures do not exist, the term includes other agreed ways of working.

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct that may be applicable to your role, and the principles and values that underpin your work setting including the rights of children and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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