

Title of Document	Carer Missed Call, No Response, Access to Property & Care Refusal				
Name of Department	Operations				
What type of document is this?	Policy		This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out		
Which Helping Hands POL/SOP/W.I does this document relate to?	N/A		Reference number of POL/SOP/W.I	N/A	
Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	Business Growth	
	Maximising Efficiency & Cost Management				
Custodian of document	Group Managing Director	Committee/Group responsible for this document		Policy Committee	
Approval date and committee chairperson signature	04.12.24	When is its next scheduled review?		04.12.27	
Who does it apply to?	All staff working within Helping Hands				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	NA	Does it apply to third party contractors?
Purpose of the Policy	This policy defines Helping Hands approach to preventing missed visits and how we manage visits to customers that are missed by Visiting Carers, and to dealing with situations where there is no response on arrival at a customer's property and what Helping Hands carers will do if the customer refuses care.				

Summary of Key Policy Requirements

ROLES AND RESPONSIBILITIES

Role	Responsibility
Group Managing Director	Responsible for reviewing and updating this policy
Helping Hands Managers	Responsible for implementing this policy and ensuring adherence
Helping Hands Employees	Responsible for adhering to this policy

1. MISSED CALLS

1.1 Prevention

Helping Hands views all missed visits as a serious matter, in order to ensure that visits are not missed and that our customers are not left without care, Visiting carers must complete the following checks before starting their calls to ensure that no one is missing from their schedules:

- 1.1.1 Carers check their daily schedules and question with their manager if a customer they would visit on a regular basis is not on the list, and the reasons for this.
- 1.1.2 If schedules are changed at short notice, carers must ensure that they receive updated details from their managers as soon as possible and only work from this updated schedule, all other schedules will be disregarded.
- 1.1.3 Managers responsible for the scheduling of carer work will ensure that any changes are communicated to the carer without delay. It is recognised that due to the nature of domiciliary care, often this could be at very short notice, however Helping Hands has robust systems in place to ensure that carers are communicated with immediately

1.2 Failed Service Delivery

- 1.2.1 In the event that a care call is missed, Helping Hands has a thorough investigative process to establish the cause of the missed visit and the measures that we can put in place to prevent further occurrence.
- 1.2.2 Helping Hands Manager will make contact with the contracting department where it is a funded package, the customer and/or their representative to report that a scheduled visit has been missed, and the reason for this. They will be informed of the measures put in place to prevent reoccurrence and an apology issued on behalf of the company. The manager will also discuss with the customer and/or their representative the possibility of rescheduling the call at a later time, if this is refused, the call will be cancelled and no charge made.



- 1.2.3 Where scheduled calls have been missed that involve the administration of medication, Helping Hands will make contact with the customer's General Practitioner to advise them the the call has not been completed and seek advice on the effects if any that the non administration of medication will have. The manager will also discuss with the customer and/or their representative the possibility of rescheduling the call at a later time, if this is refused, the call will be cancelled and no charge made.
- 1.2.4 In cases where medication has been missed, or some harm has come to the customer because of the missed call, Helping Hands will notify the local safeguarding team and also complete the appropriate notification to the regulator (CQC / CIW), detailing all measures put in place to prevent reoccurrence and the action taken with the employee.

2. DEALING WITH NO RESPONSE

- 2.1 Helping Hands carers will make repeat attempts to gain access to the customer's property, using all means available, however Helping Hands carers are not permitted to attempt to force entry, any request for a carer to force entry will be reported to Helping Hands and a note made on the customer's file, detailing who made the request and why.
- 2.2 If such an occasion arises, Helping Hands carers will raise a Customer Notification form and will contact their line Manager immediately to inform them that they are unable to gain access.
- 2.3 It is the responsibility of the persons at the Branch including the Out of Hours Team taking the call to ensure the customer is located. Contact is to be made with the Lead Contact, Next of Kin and any other customer contacts available. If no direct contact is made then it is a requirement that searches are to be made with the local hospitals and any Local Authority contacts.
- 2.4 If there has been no contact made then it is the responsibility of the person in Branch including the Out of Hours Team to contact the emergency services.
- 2.5 Helping Hands carers are not to leave the vicinity of the customer's property until verification has been made that the customer is safe unless alternative cover is found and confirmed with their line manager.

3. GAINING ACCESS TO THE CUSTOMERS PROPERTY

- 3.1 All Visiting Carers will arrive at the property in uniform and will be wearing an identity badge.
- 3.2 Visiting Carers will ensure that they conduct a 'one minute risk assessment' when they arrive at the customers home. This will involve looking at the outside of the property



for anything that could present a hazard for the customer or the carer as they enter or leave. All hazards will be reported to the appropriate manager by the carer. Hazards include, but are not exclusive to:

- Overgrown or deteriorating pathways
- Slippery/mossy/crumbling steps
- Loose ridge tiles
- Poor door locks that may present a security risk
- Poor lighting
- Any other hazards that may cause a customer or a carer to slip/trip/fall

3.3 Entering the customer's home using a Key Safe - Key Safe numbers are given to carers on a 'need to know basis', Helping Hands uses an encrypted system to provide carers with this information, therefore at no time will the key safe number be exposed to the general public. Visiting carers will ensure that upon leaving the property, the key safe numbers are scrambled to prevent unauthorised access.

3.4 Helping Hands actively promotes the use of safety measures to ensure customers are safe and secure. Where a carer is suspended from duty, or leaves Helping Hands, the Care Manager will make contact with the customer and/or their representatives to discuss and recommend changing the Key Safe number. The Care Manager will follow up the recommendation with the customer and/or the representative in writing including the date of contact and will document this action in the Customer's communication log within the customer's record in care planning.

3.5 Helping Hands will where necessary make contact with the customer and/or their representatives to discuss household security if it has been brought to our attention that there are concerns over the customer's safety. Visiting carers are not permitted to retain keys to customers homes.

4. REFUSAL OF CARE

4.1 If the customer repeatedly refuses care and has allowed the carer into the property, the carer will document in the record notes via the Access App the reasons for refusal. The carer will then inform the appropriate manager. If the customer has not allowed the carer entry, the carer will contact the appropriate manager to report the refusal, a record of all refusals will be placed on the customer's record. Only once this has been reported to the manager and documented should they leave the property.

4.2 Helping Hands will make contact with the commissioning body, the customer and/or their representative to discuss this matter, where necessary and appropriate, Helping Hands will inform the customer's GP or other health care team, so that the customer may be examined for signs of illness or where a further review of needs may need to be assessed.

4.3 Helping Hands will only terminate its services once we have received confirmation from the customer, their lead contact with decision making responsibility or commissioner that it is no longer required in line with Helping Hands cancellation policy.

5. LATE CALLS

5.2 Every effort is made to ensure customers receive care and support at agreed times. However, there are at times unforeseen factors which may result in a late call. If there is a report of a late call, Helping Hands will make every effort to contact the customer to ensure they are informed and advise when the carer is expected to arrive.

5.2 Where care calls may be time sensitive, every effort will be made to make alternative arrangements for the customer to ensure they are safe. Services should review call data to understand and detect any patterns of late calls and act on these accordingly.

TRAINING

Is training required?	Yes
Details of training	Guidance will be given at induction or change in policy or process

COMPLIANCE

How is compliance with the POL going to be monitored	Change in process or breach will be monitored and review of this policy will be actioned.
--	---

EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative / N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	N/A	
• disability?	N/A	
• gender reassignment?	N/A	
• pregnancy and maternity (which includes breastfeeding)?	N/A	
• race (including nationality, ethnic or national origins or colour)?	N/A	
• marriage or civil partnership?	N/A	
• religion or belief?	N/A	
• sex?	N/A	
• sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	



If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	

What was the previous version number of this document?	Version 04	
Changes since previous version	Update of section 2 – Dealing with no response process, amendments made to 2.2, 2.3, 2.4, 2.5. Addition to process where carers should also raise a customer notification form upon 'no response'	
Who was involved in developing/reviewing /amending the POL?	Group Managing Director Executive Assistant Quality Development Lead Head of Quality	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands
References	NA	
Associated Documents	NA	