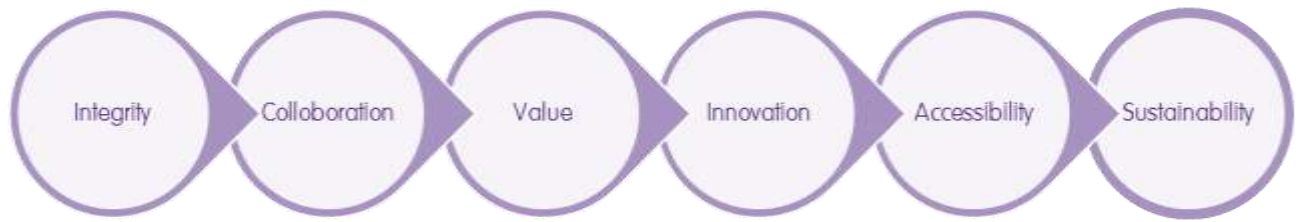


HCA No Response Policy



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability
are the values that underpin all of our services and relationships.

Policy Statement

This Policy defines the procedure for gaining entry to a customer's home when there is no response to door bells or knockers, and will apply under the following circumstances:

Policy Details

- *The Support worker does not have a front door key for the customer with which to gain entry on his / her person.*
 - *The visit to the customer is scheduled and when the Support worker may reasonably expect the customer to be at home.*
1. Where there is no response on a scheduled visit the Support worker will need to thoroughly check and try and establish the reason. A scheduled visit should ideally not be abandoned without first verifying the customer's welfare and safety wherever possible.
 2. Non-response may be due to many things. The Support worker should check for 4 key possibilities:
 - 2.1 The customer is safe at home but has not heard the doorbell (out in the garden, TV or radio too loud, dozed off, etc). The Support worker should repeat attempts to gain entry and to listen out for the TV etc. If possible check the back garden to see if the customer is there, or evidence of open doors etc.
 - 2.2 The customer has forgotten the appointment and left the house to go shopping etc. The Support worker should check with the neighbours. If this is suspected, this should be reported back to supervisory staff at HCA's offices who will re-visit at a later time. If there is still a non-response, refer to clauses 4 and 5 below.
 - 2.3 The customer has had to leave the house unexpectedly. The Support worker should check with HCA's offices, and if necessary neighbours and / or relatives to see whether the customer has left an appropriate message.
 - 2.4 The customer has fallen ill or been injured in some way that prevents him / her from answering the door. The Support worker should check to see that recently-delivered milk has been taken in and that there are no newspapers stuck in the

letter-box that may indicate that the customer has been unable to reach the front door. If this is suspected refer to clauses 3 and 4 below.

3. If it is still not possible to gain entry, the Support worker will immediately contact HCA's offices for advice and direction. If HCA holds a key to the customers home then this should be used to gain entry.
4. If it is still not possible to gain entry through the front door (locked from the inside), then both the customers next-of-kin (where appropriate) and the Local Authority should be contacted for advice and direction. Extreme circumstances may require forced entry by the police.
5. Each occasion of non-response will be documented in the customer records. The frequency of such occurrences will be reviewed by the Operations Manager for possible action with the Local Authority. Support Plan/s will be reviewed in line with any changes upon discussion with the customer and their representatives.

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 1 – Rights
- HCA Disability Services Standard 5 - Service Access