

Policy Number 51

ACTION TO TAKE IF NOT ABLE TO ACCESS A SERVICE USER'S HOME

1. Knock at a Service User's door.
2. Look through windows; letterbox, back door, etc. (Do not attempt to break in.) Call through the letterbox and listen.
3. If Service User can be seen to have fallen, call the police/ambulance immediately.
4. Where feasible, telephone Office to inform them that the Service User is not answering the door and the above stages have been completed.
5. If appropriate, knock at neighbours to see if Service User has been seen, gone away with family, admitted to hospital, etc., bearing in mind confidentiality issues.
6. **The Office should check Service User information, as the commissioning team should have included any relevant information on who to contact in an emergency. Unless indicated otherwise, they should telephone (in this order, as it may be resolved at each stage):**
 - i. The Service User
 - ii. Relatives (any key holders if applicable)
 - iii. Warden, Alarm control (if applicable)
 - iv. The emergency or "duty" worker of the EPD group in the Commissioning Team, or the Emergency Duty Team. At this point, the commissioning team and the Agency need to agree between them who have the responsibility to progress things further.
 - xiv. This may vary in different circumstances
 - v. Hospitals
 - vi. The Police
7. The Nurse is to remain on site until the situation is resolved or until instructed to leave by the Agency. A member of staff from the Agency Office should meet the Nurse at the Service User's home, where it appears that she/he may need support.
8. All action is to be recorded appropriately and the information passed to the commissioning team at the earliest opportunity.

END OF POLICY