

October 12, 2018

## **POLICY STATEMENT**

Homecare D & D Ltd believes that its staff should be safe at work and should not be exposed to undue or unreasonable risk. In particular, the organisation is committed to implementing measures that increase the personal safety and security of staff wherever possible, along with safety of their personal property, and which ensure an effective response to personal safety and security incidents.

Homecare D & D Ltd also seeks to encourage service users, staff and others to have care and concern for the safe keeping of equipment and property and the personal safety of all. This policy applies to all organisation staff without exception.

This policy is intended to set out the values, principles and policies underpinning this organisations approach to ensure that staff working for the organisation are as safe as responsibly practical while at work or when travelling to and from work.

The organisation will:

- Seek to ensure that it can respond effectively to all personal safety and security incident, including incidents involving violence or threats of violence to staff, through the preparation of plans, management of incidents and appropriate follow up and recovery actions, as deemed necessary.
- Seek to ensure that the personal safety of staff is always considered a factor when planning individual care plans with services users, especially with regard to staff travelling to and from a home care site: and wherever possible, arrangements that involve care staff travelling to and from the houses alone during the hours of darkness and in isolated areas or known high crime areas, should be avoided.
- Be responsible for crime prevention/loss reduction measures, including assessing threats to personal safety of staff investigating and initiating follow up actions in response to any reported incidents.
- Raise awareness of personal safety and security issues by offering training advice to staff and service users on personal safety and security.

## **PROCEDURE**

This organisation believes that personal security is the responsibility for every member of staff and that they will:

1. Act and behave in a way so as to ensure their own safety and security at all times.
2. Act and behave in a way as to ensure the safety and security of service users and property in the areas in which they are working
3. Report all personal safety and security incidents, including violence or threats of violence to themselves, and suspicious activities or incidents.
4. Always leave information of their whereabouts with the office and with a friend/relative and to advise the office of any changes to those whereabouts

October 12, 2018

5. Always log in when arriving at the home of a service user and log out when leaving, so that your location is recorded.
6. Never leave equipment visible in their cars, especially things like mobile phones, laptop computers, etc staff should only carry equipment that is strictly necessary for the visit they are making and should lock it away in the boot.
7. Always try to park in a well-lit, open location, or walk to a service user's home, along well-lit and populated routes.

All home care staff are strongly encouraged to carry a personal mobile phone and to ensure that an up to date contact number for it is left with the main office in case they need to be contacted. Staff carrying mobile phones should ensure that the battery is fully charged before leaving for work.

### THE ORGANISATION'S OFFICES

Security is also a consideration issue at the organisation's offices, especially for staff working alone there. The Office Manager will conduct regular risk assessments checks around the offices specially designed to pick up on security issues. Checks should be carried out on a monthly basis and should include;

- Alarms
  - Security lights
  - Window light door locks
1. Staff should always be aware of who is in the building at all times. Any designated staff working at the office beyond their standard "going home" time should check who is still in the building before they leave.
  2. Staff should enter the office building by using the main entrance and the internal doors using key codes. Codes of practice should only be known to staff on a "need to know" basis. Staff should never leave the outside door open.
  3. Visitors should sign the visitor's book on arrival, reading the health and safety guide and sign out on leaving the premises
  4. Staff who are working alone in the offices should be sure that they know the identity of callers before allowing them in; otherwise they should refuse entry and ask the visitor to return when other staff are around.

**Note:** This organisation pursues a zero tolerance policy towards aggression and violence directed against staff.

### Training

All staff should be trained to recognise the early warning signs of potential aggression and in de-escalating potentially violent situations. Office staff, line managers and supervisors should also be trained to know what to do in response to a complaint of violence made by a member of home care staff. Dealing with Aggressive or Potentially Violent Service Users should be included in the induction

October 12, 2018

training of all new staff. In house training sessions should be conducted at least annually and all relevant staff should attend. These sessions should cover the drill of how staff should act in an emergency situation.

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