



Delivering Quality Healthcare

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| Policy Title: | Key Holding Policy: 38 | Date implemented or date of last review: | 11/05/2020 |
| CQC KLOE Reference: | Safe | Date of next review: | 10/05/2021 |

1. INTRODUCTION

1.1. KOPE-MEDICS policy on holding keys is put in place when there is no other practical means of safely entering the client's home, and after all other possibilities are explored.

2. POLICY

- 2.1. Permission for holding keys must be sought from the client and their family or advocates.
- 2.2. Arrangements for key holding will be recorded in the client's plan, and any other supporting documentation.
- 2.3. Each key in the agency's possession will be numerically marked to identify that to the client. These should be entered onto a database or register identifying the address the key belongs to and the number of keys in possession by staff. We will also keep a record of who has possession of keys at any one time.
- 2.4. Keys will not have information on them which specifies the addresses of individual clients.
- 2.5. If there are a number of keys required for access, this cost will be borne by the client. The agency must seek permission for duplicate keys to be cut from the client, their family or supporters.
- 2.6. The issuing of keys to staff for access to the client's home will be kept to a minimum.

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- 2.7. Any loss of keys must be reported to the client, family or supporters. If there are safety issues concerning the client's home, these should be reported to the police.
- 2.8. Home Care Temporary worker should only use keys to access client's home when on duty.
- 2.9. Home Care Staff should always knock before entering the client's home.
 - 1.1. Home Care Staff when accessing the client's home should leave if they find the premises empty, ensuring security of the premises on exit. They should report to the Home Care Co-ordinator immediately.
 - 1.2. Home Care Staff should ensure that keys are kept in a safe place at all times.

2. DOOR ENTRY CODES

- 2.1. Door entry codes should be given to temporary worker only if they are unable to access a building. Any codes given must have the permission of the client, family or supporters.

3. ALARMS

- 3.1. Where an alarm is activated, permission should be sought from the client, family or supporters to have the code to deactivate the alarm.
- 3.2. Alarm codes should be recorded as per key holding.

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