

K1 Key Security

Policy

To ensure the keys of the person who use our services are held securely and staff understand the security arrangements.

Procedure

The supervisor must inform support at home staff when keys are needed to access the home of the person who is using our service. This will be recorded on the task sheet and on the TCO roster.

A receipt for the keys must be issued to the person / family who must sign and date that keys have been handed over to Cumberland Care Services. (See key confirmation form appendix 1).

Keys must have a tag attached, which is numbered. Each tag has a code which is unique to the person.

Key boxes are provided either in the main office or at the Cumberland Care residential care homes. The key boxes are locked and are only accessible to the relevant Cumberland Care Support at home staff.

Domiciliary staff must sign and date appendix 2 when collecting and returning keys so that all staff are aware who is holding keys for the relevant person we have been supporting.

If the individual is away i.e. Hospital, respite, keys must be put back in the key box for security.

If the person using the service / family no longer require support at home services, the keys must be returned by the carer to the supervisor and then returned to the person who used the service or their family.

If for any reason the individuals keys go missing, the carer must inform the supervisor immediately. After investigation the supervisor / District co-ordinator must then inform the individual / family immediately and Cumberland Care Services must then arrange to re-new the lock and arrange for new keys to be issued.

For those people who use the service who have a key safe at their property the supervisor must inform the carers that there is a key safe in place. The key code is unique to the individual this is accessible by a TCO operator NOT to be published on the TCO rosta sheets.

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	✓	X	X	X	X	X	X