

Document Name	Silvergrove Home Care – Security of the Home			
Document Number				
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1. Policy statement

Silvergrove Home Care is committed to maintaining a safe and secure environment when providing care in a client's home. Security arrangements must support dignity, privacy, safe access, safeguarding, and continuity of care. This policy is available to all service users and / or their representatives.

All employees must follow this policy, complete any required risk assessment, and immediately report concerns about home security, unsafe access, missing keys, unauthorised entry, suspicious activity, or breaches of confidentiality.

2. Purpose

This policy explains how the service manages security risks connected with entering, working in, and leaving a client's home.

It provides a consistent framework for key management, lone working, access control, information security, incident reporting, and emergency response.

3. Scope

This policy applies to all Silvergrove Home Care staff, managers, students, contractors, and agency workers who attend a client's home or handle home access arrangements, including physical keys, keypad codes, lock boxes, or alarm information.

4. Roles and responsibilities

- **Management:** ensure risk assessment systems are in place, investigate incidents, maintain secure key processes, and provide training and supervision.
- **Care coordinators / office staff:** record agreed access arrangements accurately, share information on a need-to-know basis, and update staff when circumstances change.
- **Care staff:** follow agreed entry and exit procedures, protect confidential information, maintain personal safety, and report any concern or incident without delay.

- **Clients / representatives:** where possible, agree safe access arrangements, inform the service of changes to locks, alarms, household risks, or visitors, and support safe delivery of care.

5. Minimum security controls

Area	Required control	Good practice examples
Access planning	Home access arrangements must be clearly agreed, documented, and reviewed whenever care needs or household circumstances change.	Confirm who will answer the door, preferred entry method, pets, visitors, lighting, and any restricted areas.
Keys and lock boxes	Keys, keypad codes, and lock box numbers must be stored securely, issued only to authorised staff, and never labelled with full client details.	Use coded key registers, sign-in / sign-out logs, and immediate escalation for lost keys or suspected compromise.
Arrival and departure	Staff must identify themselves, check it is safe to enter, secure the home during the visit, and ensure the property is left safe on departure.	Lock doors if agreed, return keys correctly, close windows as appropriate, and confirm alarms or lock boxes are reset.
Lone working	Visits must be scheduled with accurate timings and escalation routes so the organisation knows staff whereabouts and can respond to welfare concerns.	Use call monitoring, buddy checks, late-visit escalation, and dynamic risk review when the environment changes.
Information security	Paper and electronic records must be protected from being seen, lost, or discussed inappropriately within or outside the home.	Keep notes secure, do not leave devices unattended, and avoid sharing access details in unsecured messages.

6. Risk assessment and visit planning

A home security risk assessment must be completed before or at the start of service and updated whenever there is a change in risk, following an incident, or when staff raise concerns.

The assessment should consider access to the property, external lighting, stairs and exits, neighbourhood risks, aggressive behaviour, animals, smoking, visitors, alarm systems, use of key safes, and whether two-person visits are required.

7. Entry, conduct in the home, and leaving safely

Staff must not enter a property if they believe there is an immediate threat to safety. In these circumstances they should withdraw, seek support, and contact emergency services where required.

On entry, staff should remain alert to signs of forced entry, unexpected occupants, substance misuse, violence, neglect, or environmental hazards.

Staff must maintain professional boundaries and must not invite unauthorised people into the home, share entry details casually, or leave doors unlocked unless this is part of an agreed care and risk plan.

8. Safeguarding, confidentiality, and valuables

Any concern that a client is at risk of abuse, exploitation, theft, coercion, or neglect must be managed under safeguarding procedures and reported immediately to management.

Staff should avoid handling client money, bank cards, or valuables unless this forms part of an authorised care task supported by a care plan and recording process.

Confidential information must only be shared with authorised persons and in accordance with data protection and confidentiality policies.

9. Incident reporting and emergency response

The following must be reported immediately: lost or stolen keys, missing lock box keys, incorrect access details, unauthorised persons in the home, threats or assaults, attempted theft, suspicious activity, and any situation where the home could not be secured.

Managers must assess immediate risk, support the client and staff member, notify relevant authorities where required, and review whether care can continue safely under the existing arrangement.

Following any significant incident, the service must document actions taken, review the risk assessment, identify lessons learned, and update procedures or training where necessary.

10. Training, monitoring, and review

All staff will receive induction and refresher training on lone working, safeguarding, confidentiality, incident reporting, and safe home access procedures.

Compliance may be monitored through supervision, spot checks, incident trends, care record audits, and review of key registers or electronic access logs.

This policy will be reviewed at least annually and sooner if legislation, regulation, or service arrangements change.

Appendix A - Security at Home visit checklist

Use this checklist during induction, review visits, or after an incident to confirm that home security arrangements remain suitable.

Check	Yes / No / N/A	Notes / actions required
Access arrangements are current and understood by staff.		

Key / code / lock box process is secure and recorded.		
External access, lighting, and exit routes are safe.		
Known risks from visitors, pets, smoking, or behaviour are documented.		
Staff know what to do if they cannot gain safe entry or cannot leave safely.		
Any safeguarding or security concerns have been escalated and reviewed.		