

NursingDirect

POLICY NUMBER: **59**

POLICY TITLE: **NO RESPONSE/REPLY ON HOME CALL PROCEDURE**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



NO RESPONSE/REPLY ON HOME CALL PROCEDURE

THE PURPOSE OF THIS POLICY

To inform staff and clients of our No response/reply on home call procedure.

- Knock at a person who use the services door.
- Look through windows; letterbox, back door, etc. (Do not attempt to break in.) Call through the letterbox and listen.
- If People who use services can be seen to have fallen, call the police/ambulance immediately.
- Where feasible, telephone Office to inform them that the person who use the services is not answering the door and the above stages have been completed.
- If appropriate, knock at neighbours to see if the person who uses the services has been seen, gone away with family, admitted to hospital, etc., bearing in mind confidentiality issues.
- The Office should check the person who uses the services 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):
 - 1 The person who use services
 - 2 Relatives (any key holders if applicable)
 - 3 Warden, Alarm control (if applicable)
 - 4 The emergency or "duty" worker of the in the case of a 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. This may vary in different circumstances
 - 5 Hospitals
 - 6 The Police
- The Temporary worker 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 Temporary worker at the person who uses service user's home, where it appears that she/he may need support.
- All action is to be recorded appropriately