




STANDARD OPERATING PROCEDURES

Entering a Clients Home

Statement

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PSQA) is committed to ensuring the highest quality of care is delivered to its clients. We acknowledge the need to respond effectively to situations where it is thought a Client's health or safety may be at risk, whilst still respecting the Client's privacy and right to choose.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: December 2016</p>
<p>Registered by:</p> <p>Manager, Human Resources</p>	<p>Date: December 2016</p>

Scope

Compliance with this policy is a condition of appointment for all persons engaged to provide services on behalf of PQSA.

Procedure

If a worker of PQSA arrives at a Client's home and the Client does not respond to knocking on the door or calling out, the following procedures should be followed:

- ◆ If a key is available to the Client's home, with the client's permission (obtained on commencement of service), the worker may enter and check the client's premises.
- ◆ If the worker does not have a key, they should attempt to ascertain if the client is in the house or not.

Note: Under NO circumstances may a worker break into a Client's home.

- ◆ If the worker cannot see the Client and is fearful for their welfare, they should, if practicable, check with neighbours to ascertain whether the client has left the premises for any reason, and then contact PQSA immediately.
- ◆ If the worker can see the Client, and the Client is conscious and can direct them to the location of a key, the worker may use the key and enter the home to assist the client.
- ◆ If the client directs the worker to a neighbour who has a key, the worker may go to the neighbour's home and request they enter the client's home to help render assistance. The neighbour can enter the home with the worker.
- ◆ If the worker can see the Client but they are not responding and the worker is unable to enter the home, the worker should telephone 000 immediately and then contact PQSA.
- ◆ Once the worker has contacted the office, they are to remain at the client's premises to assist the emergency service.
- ◆ A staff member of PQSA will immediately attend the client's home to support the worker and assist emergency services.

In the case of a critical incident, the appropriate Manager/supervisor should:

1. Ensure that the worker is escorted home.
2. Document the incident detailing: times, dates, client details, employee details, police report number etc.
3. Offer the worker counselling through the Employee Assistance Program.
4. Notify the client's Case Manager or Funding body.
5. Ensure worker is called 24hrs after the incident to ensure that they are coping with the situation, offer further assistance if required.

Worker's do not under any circumstances:

- ◆ Enter the Client's home if the Client is not there
- ◆ Contact the Client's family or friends
- ◆ Contact the Client's Case Manager

This procedure must be adhered to at all times.

PQA Supporting Documentation

- ◆ Client Missing Policy & Procedures
- ◆ Client Death in Home Policy & Procedure