

Harrow Shared Lives Scheme Policy & Procedure No. 20

Keyholding and Entering and Leaving a Person's Home

The Harrow Shared Lives Scheme sometimes provides 'kinship' support for people within their own homes rather than in the homes of the Shared Lives (SL) Carers. If an arrangement is made for the SL Carers to look after or hold a key to the person's home it is important that the person's security is safeguarded and that the SL Carers follow procedures, which protect themselves and the person.

How would this happen?

It is the policy of the Harrow Shared Lives Scheme to enable and/or support people in Shared Lives arrangements to take responsibility for the keys and security in their own homes whenever possible. However, it is recognised that some individuals may require greater assistance in maintaining security and/or may require some independent way for people to get into their home (such as in an emergency). SL Carers will only take on this role if it is agreed and recorded as part of the person's Service User Plan.

If this applies to you, your Service User Plan will explain:

- why the keys are being held on your behalf
- under what circumstances the keys can be used
- the procedures to be followed when the SL Carers enter or leave your home (which will always include knocking or ringing first and asking for your permission to come in)

In some situations your SL Carers may need some form of proof of identity, for example if they are a part of a team of people who are supporting you. In these situations we will provide the SL Carers with an appropriate form of photographic ID to confirm that they are part of the Harrow Shared Lives Scheme.

The keys will be kept in a locked and secure place in the SL Carer's home when they are not in use and will be returned to you when the SL arrangement ends or when you no longer require this type of support. The need for keyholding will be reviewed whenever your Service User Plan is reviewed.

Your SL Carer will be provided with information and training so that they understand:

- your legal and human rights
- their responsibilities to act in your best interests and to protect you from harm, and also to protect themselves from allegations of misconduct
- the importance of confidentiality and security
- the need to inform your SL Worker straight away if they have any concerns about your safety or security (for example if a set of keys has been lost)

If SL Carers do not follow the guidance in these procedures and/or your Service User Plan this may be treated as a breach of their Carer's Agreement and/or your human rights and their approval will be reviewed by the Approval Panel.

See these other policies and procedures and documents for further information on:

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Training and development
- Service User Plan
- Individual planning, monitoring and review
- Carer Agreement
- Supporting and reviewing SL Carers