

Consumer Not Responding to a Scheduled Service or Visit

POLICY

The purpose of this policy is to provide guidance to Westmont Community Care staff and volunteers when a consumer does not respond to the phone, doorbell or knock on the door at a time when the consumer had said they would be available to see the staff or volunteer.

Westmont will ensure there is a planned and documented response for when a consumer does not respond to a scheduled service or visit.

PROCEDURES

Individual Emergency Plan

Westmont requests the consumers authorisation to complete an Individual Emergency Plan (IEP) prior to or at the first service to ensure there is a planned approach for when a consumer does not respond to a scheduled service or visit. The IEP is developed in consultation with the consumer or their carer and is individualised for each consumer. If a consumer does not want to complete an IEP, this should be documented.

Emergency contact details recorded on the IEP and checked and updated on Carelink. The completed IEP is scanned and attached to the consumers records in Carelink and the original IEP is returned to the consumer.

Consumers with an external Care Manager or Registered Nurse will be notified if a scheduled service or visit does not take place.

The IEP will be reviewed as part of the regular Care Plan review.

Access to the consumers home

The Westmont delegate may discuss with the consumer to option of a spare key to the consumers home being accessible and when it may be used. A spare key may be left in a locked box outside the consumer's home, with a neighbour or with a family member/friend.

Westmont Schedulers will record information about the consumer's keys when rostering the service when the consumer has spare keys to their home. This information will be kept secure to prevent unauthorised people discovering the key or combination to a locked box.

If there is a key to the consumer's home left in a locked box this will only be used to access a consumer's home if:

- Previously agreed by the consumer
- The consumer is physically unable to open the door
- The consumer has a hearing impairment and we know this is preventing him/her from hearing the staff or volunteer at the door
- The consumer has locked him/herself out
- We know the consumer is alive but can't open the door

Consumer is not responding

If the consumer is not at home or responding when the staff or volunteer arrives, the staff or volunteer will make reasonable efforts to assess the situation by looking through windows, knocking loudly, checking doors and calling out. If there is no response the staff or volunteer must ring Westmont and advise the situation and remain at the consumer's home for further instructions.

A staff member may access the consumer's home with a key as detailed above.

A Westmont delegate must try to ring the consumer. If there is still no response the delegate will phone the specified contact/s from the IEP and ask if they know the whereabouts of the consumer. If the specified contact/s are contacted they are to take on the responsibility for following through on investigation and action.

If authorised by the consumer on the IEP, Westmont will Contact the Hospital to check if the consumer has been admitted to hospital.

If there are no specified contact/s the Director of Community Care, Westmont delegate or staff member will notify the Police.

Details, including actions and conversations, are recorded in Carelink. Where the consumer has an external Care Manager, information will be provided to the Care Manager at the earliest possible time.

Consumer responsibilities

The consumer or their carer must notify Westmont if the consumer is not going to be home for a scheduled service or visit.

The consumer is responsible for informing Westmont if there are changes to specified contacts or their details.

Date approved:	September 2020	By Department:	DCC		
To be reviewed:	September 2023	By Department:		Key changes:	