



SAFEKEEPING OF KEYS & DOOR ENTRY CODES POLICY

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Purpose

Sometimes, for reasons of poor mobility or other disability, service users may not be able to answer their door when a support worker arrives to support them.

The purpose of this policy is therefore to ensure that procedures are in place to maintain the security of service user's properties as much as is possible, when they are not able to open the door to support staff.

Procedures

Key Safes

Some service users have a key safe outside their property. If this is the case, it is important that the staff who are to support them are aware of the code to unlock the keysafe.

The keysafe number will be securely recorded in the Company software system under '**Critical Information**', and not recorded anywhere else.

Support workers may store keysafe codes in their mobile phones, but must not link them with other details such as the service user's full name or their address. For instance, they may record something like 'Lily 2648'

Supported Living

All supported living properties have a key safe. It is the responsibility of Team Leaders to change the key safe number each time a member of staff leaves employment, and to inform existing staff and the service manager of the new number.

Keys to a Service User's Property

Under very rare circumstances, the key to a service user's property will be kept at head office, and picked up by a support worker at times of support.

The keys must be kept in the safe, in an envelope with the service user's name on and a 'Key Withdrawal Record' sheet enclosed. The 'Key Withdrawal Record' sheet must be completed to sign the key in and out, and this must be countersigned by a member of the management team.

Keeping service user's keys at head office will only be allowed as a temporary measure, and service user's should be encouraged to purchase a key safe.

Safe Keys and Codes

Many people we support have safes in their property which are accessed by a code. Safes may hold medication, money or other valuables. If support involves accessing

the safe on the service user's behalf, it is important that the staff who are to support them are aware of the code to unlock the safe.

The code will be securely recorded in the Company software system under '**Critical Information**', and not recorded anywhere else.

Intruder Alarm Codes

If service users have an intruder alarm and it is necessary for support staff to turn this on or off, the code will be securely recorded in the Company software system under '**Critical Information**', and not recorded anywhere else.