

SOP -NO RESPONSE WHEN ARRIVING AT A CLIENT'S HOME

Procedure Number	GEN 24
Purpose of Document	To inform Acacium Group staff the process to follow should this occur
Target Audience	All Acacium Group Staff
Version	V2
Author	Karen Matthews-Shard
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Lead Director	Karen Matthews-Shard
Review Frequency	Annually
Last Review Date	February 2023
Next Review Date	February 2024
About Acacium Group	Details of all Acacium Group trading companies that this policy applies to are detailed within Appendix A

Document History

Version	Date	Changes made/comments	By whom
Draft	June 2021	PNH specific SOP	Angela Sutherland
V1	Jul 2021	Review Now Acacium Group SOP	Clinical Advisory Group
V2	Feb 2023	Review and updated	Clinical Advisory Group

Acacium Group Standard Operating Procedure

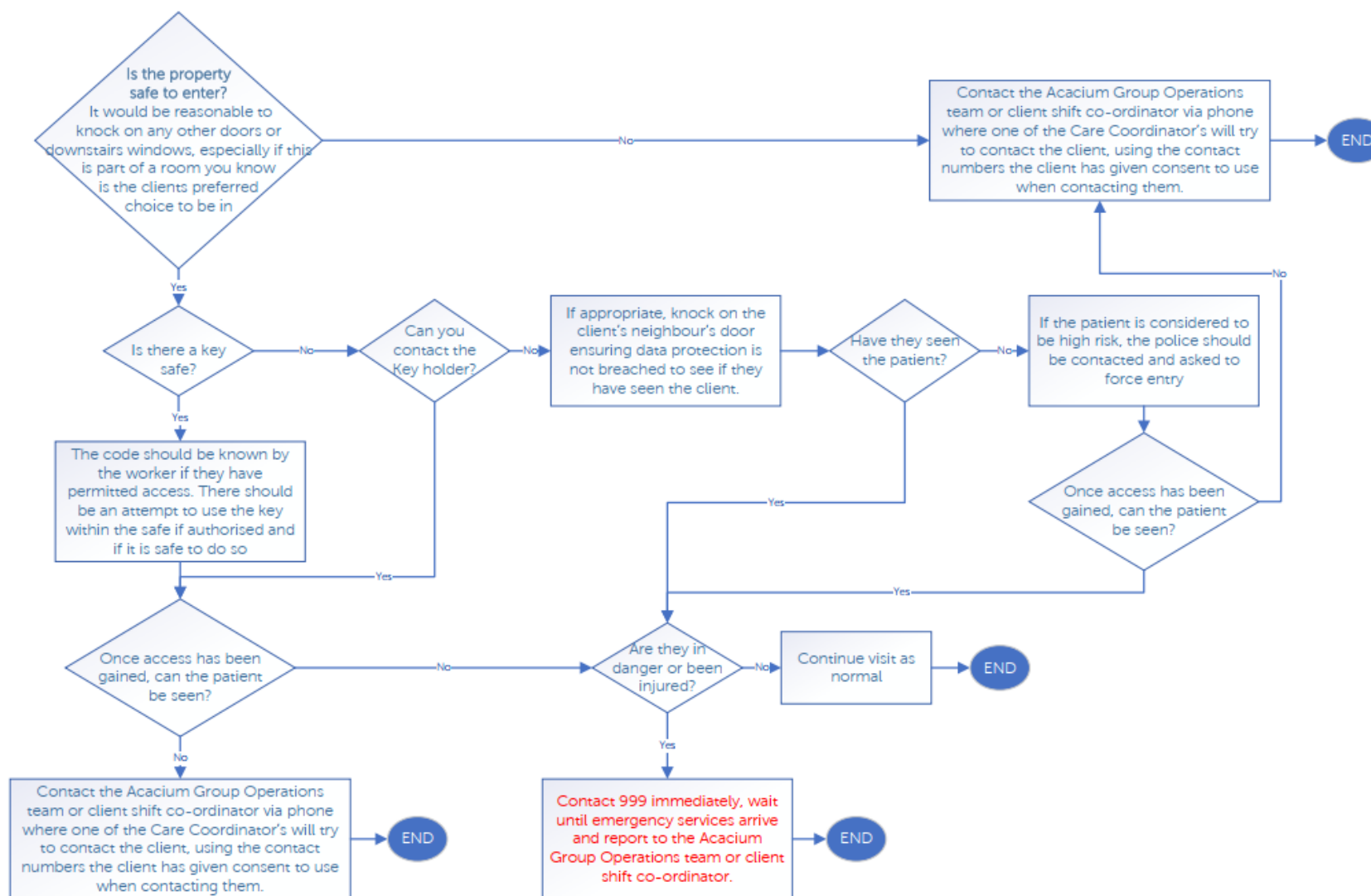
1. **Scope**

This procedure relates to all Acacium Group staff that provides support to clients in their own homes.

2. **Principles**

To ensure that all staff know what to do in the event that they arrive at a client's home and there is no response when ringing the doorbell/knocking on the door.

3. Procedure



Further Actions for Continued No Response

The Care Coordinator should inform the Operations Manager who will advise of the next course of action the worker should take.

The Operations or Registered Manager will contact social services / CCG / Commissioner/contractor informing them of the situation and ask if there is any detail, they are aware of and can provide to determine the whereabouts of the client.

The Operations Manager will inform the relevant named contact for the client, which maybe next of kin, a family member or a close friend whichever the client has specified as the person to contact in case of an emergency.

Both the member of staff who attended the client's home but was unable to gain access and the Operations Manager will record the details relating to this matter and the Operations Manager will raise it on the DATIX system in line with Acacium Group's Incidents Reporting Policy, or report to the contracted customer in the instance of non -commissioned activity.

Consideration should be made to contact the police when all other means of obtaining contact have failed so they can complete a welfare check and force entry to the home if this is felt to be necessary. The Operations or Registered Manager will ascertain, through dialogue with Social Services/CCG and or the named contact as to whom should undertake this task. However, if in doubt, the Operations or Registered Manager should inform the police to make them aware of the situation.

If Acacium Group, Social Services, CCG or the police are unable to locate the client within a reasonable time which will be agreed between all professionals involved, the Acacium Group Registered Manager, or the manager of the staffing provision, will report it to safeguarding and CQC. Please refer to Acacium Group Safeguarding policies.

Acacium Group will continue to work closely with all professionals until the client has been located and are assured the client is safe.

Appendix A: About Acacium Group

Acacium Group consists of a number of trading companies, each providing services within core niche areas of the health and social care industries. Therefore, as this document is a Group standard operating procedure (SOP), the SOP herein applies to all trading companies detailed below:

Thornbury Community Services (TCS)

At Thornbury Community Services (TCS), high quality care is our number one priority. With a team of exceptional and conscientious nurses and care staff, we're able to deliver the best complex care at home or in the community, 24/7 or whenever you need it. With compassion, integrity and dedication, we help empower individuals to achieve personal aspirations, as well as providing care tailored to their needs. Making a positive difference to our client's lives is our passion and it's this that sets us apart.



Part of Acacium Group

Thornbury Community Services Learning Disability & Autism (TCS LDA)

Thornbury Community Services (TCS), provide specialist outcome-focused support for children and adults who are diagnosed with a learning disability and/or autism, who may present with behaviours of concern. Working in close partnership with commissioners, local authorities, hospital teams, our clients and their families; providing bespoke healthcare services, offering tailored care for every individual we support. We have a proven track record of supporting individuals with learning disabilities and/or autism and a reputation for delivering excellence across all aspects of case management.



Part of Acacium Group

Our vision is to increase personal choice and to empower people with a learning disability and/or autism to live fulfilling and rewarding lives and be an active member of their own community.

Pulse Nursing at Home

Pulse Nursing at Home provides flexible, bespoke care for people living in their own homes and communities. We provide a lifetime solution that can adapt to changing healthcare needs.

We're passionate about our people and proud that the services we provide achieve the highest standards of compassionate care, supporting choice and empowering our clients to live the life they want.



Part of Acacium Group

Thornbury Nursing Services (TNS)

Established in 1983, TNS is one of the UK's leading independent nursing agencies, providing skilled nurses on a temporary or permanent basis throughout England and Wales.



Part of Acacium Group

TNS believe it is more important than ever to offer high quality, clinical care at home and in the community.

TNS specialist community nurses and carers provide temporary nursing and care support for clients at home. They're ready to step in to support discharge plans, prevent hospital admissions, maintain client safety and support uncertain rosters.

Service TNS offers

- Temporary staffing to cover shortfalls in existing shift rotas
- Backfilling for interim cover during recruitment periods
- Rapid response to facilitate early discharge and to avoid hospital admission
- A staffing solution to stabilise complex mental health cases in crisis
- A CQC registered staffing service – currently rated 'outstanding'
- Assistance in stabilising staffing in long term complex care packages
- Support for both adults and paediatrics
- A nurse-led team contactable 24 hours a day, 7 days a week

Scottish Nursing Guild (SNG)

Established in 1995, SNG, as part of Acacium Group, is one of Scotland's leading independent nursing agencies, providing skilled nurses on a temporary basis to major NHS trusts, and private sector clients, throughout Scotland, Northern Ireland and Republic of Ireland.



Part of Acacium Group

Service SNG offers

- A nurse-led team with full case management if needed, including compiling individualised care plans and risk assessments with ongoing support from Case Manager
- Care support for as long as you need us, from a few hours to 24/7
- Our office is contactable 24 hours a day, 7 days a week
- Rapid response to make early discharge possible or to avoid hospital admission
- Highly skilled nurses to provide home-based specialist care tailored to the specific needs of clients with complex care requirements
- Ad-hoc staffing to cover shortfalls in existing shift rotas or provide interim cover during recruitment periods
- Help stabilising staffing in long term complex care packages
- Palliative / end of life nursing care for clients who wish to remain at home
- Care provision for clients who need assistance with personal and/or social care support
- Support for both adults and children
- Support for clients no matter how complex their care needs
- Respite care to support clients either at home or away from home