



## **Failure to Gain Access/No Entry Procedure**

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## DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
04.03.2023	Denise McGregor	Review	2.0

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## CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	04.03.2022

## CROSS REFERENCE TO OTHER POLICIES/STRATEGIES

This policy should be read in conjunction with:
Risk assessment
Adult support and protection
Data Protection
Health and safety



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## 1.0 Primecare Health LTD Values

Primecare Health LTD are true to the core purpose of our organisation and the services we deliver.

Working within these values will guide and deliver our vision and mission of Primecare Health Ltd.

LIKE IT....

**L**isten – always with interest, concern and action.

**I**nspire – through every interaction so people can achieve their ambitions.

**K**ind – genuine care and compassion

**E**xcellence – by striving to be the best we can.

**I**ntegrity – acting ethically and being accountable.

**T**rusting – rely upon us to do what we say we will do.

## 2.0 Introduction

This policy was developed for all staff members/Management to follow in the event of a Staff member being unable to gain access to an Individuals home.

## 3.0 Objective

This procedure outlines the steps for staff members to follow in the event they are unable to gain access to an Individual's home for scheduled visits or appointments. It aims to ensure effective communication, safeguard the well-being of the individuals Primecare Health Ltd support, and maintain continuity of care.

## 4.0 Purpose

The policy aims to give clear instructions on the actions that staff must take when there is no response to a visit to an Individuals home. By taking a consistent approach, it should help to ensure that emergency services are alerted when appropriate.

## 5.0 Scope

This policy applies to all Primecare Health Ltd staff.

## **6.0 Procedure**

### 7.0 Attempted Access

Upon arrival at the Individuals home for a scheduled visit or appointment, staff members must make reasonable efforts to gain access to the premises. This may include ringing the doorbell, knocking on the door, and contacting the service user via phone if necessary.

### 8.0 Contact Individual

If staff members are unable to gain access to the Individual's home after reasonable attempts, they must attempt to contact the Individual via phone or other approved communication methods. If there is another staff member on shift (2 to 1 services) The Staff member would contact the staff member on shift  
Staff members should inform the Individual of their presence at the scheduled visit/appointment and inquire about the reason for their inability to gain access.

## 9.0 Communication with Management/On call

If repeated attempts to gain access to the Individuals home are unsuccessful, staff members must notify Management/On call or designated point of contact as soon as possible.

Management will assess the situation and provide guidance on further steps to be taken, which may include additional attempts to contact the Individual, involving other support services, or escalating the issue to higher management if necessary.

If there is no reply:

- Staff members should call the individual, previous staff member on duty, staff member on duty (2 to 1 services) family members, next of kin to try to establish whereabouts.
- If no response staff member should look through windows if able to do so, look through the letter box.
- If the Staff member cannot see the Individual, they should contact Management/On call for advice and guidance.
- Management/On call will check if any messages have been left, which might indicate the whereabouts of the Individual and will check electronic care notes, which might indicate the whereabouts of the Individual.
- Additionally, Management/On call can instruct Staff member to check with neighbours or wardens without breaching confidentiality.
- Management/On call staff member should contact hospitals to determine if individual has been admitted to hospital.

If an Individual can be seen to be collapsed, or in such a condition that warrants extreme concern to their wellbeing Staff member must:

- Call the emergency services, and alert Management/On call staff member immediately.
- Remain at the address until the emergency services arrive and pass on any relevant information.
- Contact family member/next of kin, to alert them of the situation.
- Management/On call staff member or on call staff member will contact the relevant Social Work Team/Assessor, or ESWS,
- Management/On call staff member will re-schedule the staff members rota and inform Individuals of changes to their support.
- Management/On call may need to go and support the staff member depending on the circumstances.

## 10.0 Document Attempted Access

Staff members must document details of the attempted access, including the date, time, and reason for inability to gain access, in the individual's Care notes on Access Care planning system.

Any relevant information provided by the Individual regarding the reason for their unavailability should also be documented.

- If there is no information that confirms, without any doubt, that the individual is out then it must be assumed that the individual may be at risk or unwell in the premises.
- Management/On call staff member must then contact the police to inform them of the situation, and to advise them of the need to force entry.
- Management/On call staff member will Contact Social Care Direct on Monday to Friday 9am-5pm - 0131 200 2324  
ESWS (Evenings, Weekends, Public Holidays) 0800 731 6969
- Alternatives if busy are - 0131 553 8286 / 0131 553 8221 /0131 553 1979/07795 048 781) to inform them of the situation.

Once the situation has been resolved Management/On call staff member will contact the SCD or ESWS to inform them of the incident and the outcome.

Management/On Call staff member must ensure all details of the incident and outcome are recorded electronically through Access and Incident report completed.

## 11.0 Review of Policy

This policy will be reviewed every three years or as required to ensure it remains up-to-date and aligned with best practices and regulatory requirements.

## 12.0 Conclusion

This procedure ensures that staff members respond appropriately and effectively when unable to gain access to an Individual's home for scheduled visits or appointments. By following these steps, staff members can maintain communication with the Individual, uphold the continuity of care, and address any issues or concerns in a timely manner.