P031 - No Response to Scheduled Care Service

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| Version | Approved: | Comments | Next review date |
| 1.0 | 01/09/201612/05/2020 | Change in procedures | 01/09/201712/05/2023 |

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| Applies to: |
| All staff |

# PURPOSE

To protect and consult with clients who do not respond to scheduled care services.

# PRIVATE CARE SERVICE POLICY

All clients will have an individualised procedure in place for when they do not respond to a scheduled care service. This is documented in the Assessment and Support Plan (Care Plan) and agreed to by the client/carer/representative.

Contract funder/Brokerage Policy

If there is no response to a scheduled care service at the client’s home, contact service provider immediately.

**First Call Nursing representative will ensure that:**

* When completing the care plan with the client/carer, a decision is made and documented in the Care Plan on what steps to take if the client does not respond to a scheduled visit, for example phone son/daughter.
* If there is a safe storage of a spare key or lock box this is detailed in the care plan, to be used in the case of emergency
* The client/carer are aware that they are to notify First Call Nursing when the client is not going to be home for the scheduled visit
* The client/carer has advised any emergency to contact that they nominated in the client’s care plan and that their details are current.
* All support staff are aware that they must contact the co-ordinator immediately when a client does not respond to a scheduled visit.
* The co-ordinator contacts the emergency contact as provided in the care plan.

## For Contract Funder/Brokerage Office Procedures

* When advised by care staff member that there is no response at client’s home – the coordinator will:
	1. Request care staff to remain at residence.
	2. Phone client’s home to check if there is an answer.
	3. If no answer, the coordinator will phone the case manager/service provider, inform them there is no response at client’s home and await directions.

**DOCUMENTS**

F025 ‘Called’ Cards for Staff