

**Multi-agency Practice Guidance: Failed Access to Planned Home Visit**

This guidance addresses a Safeguarding Adult Review (SAR) recommendation No. 11, “Appropriate escalation procedures are in place and implemented when service users, particularly those at risk of self-neglect, disengage with services” (February 2018).

This recommendation relates to Adult V, a 71 year old male, who lived alone and was known to self-neglect and not engage with once a day package of care. He would remove key from key safe, last attempt at contact with Adult V no response then found dead in home 7 days later.

**Who is this guidance for?**

* This guidance applies to all staff in Buckinghamshire who may encounter a failed home visit.
* All BSAB partner agencies, organisations and commissioned services must follow their own policies & procedures however they are encouraged to use this document for guidance (as appropriate or if needed).

**Definition of ‘Failed Access’**

If the staff member is unable to gain access to provide the care / service as arranged and the staff member is unable to establish contact with the service user as a result of either no response or access refused then the visit will be classified as a failed access to home.

These are simply guidelines and organisations/volunteers seeking access to someone’s home must have their own policy and refer to their policy. The flow chart below is merely a prompt to consider action that can be taken should they be unable to gain access for a planned home visit.

Is this situation obviously life threatening or serious? If a person can be seen to be collapsed or in such a condition that warrants extreme concern to their well-being, then emergency services must be called. The person visiting must make an immediate assessment as to whether this is a serious / life threatening situation and act immediately (dial 999).

**Non-Urgent Indicators and actions**

* You must allow time for people to get to the front door and check whether they can hear the bell/door knocker
* Check the address is correct
* Check windows, are the curtains closed?
* Call through letterbox, telephone/text the person
* Have bins been recently emptied?
* If staff cannot see the individual they should then try to telephone the person.
* Is there evidence of stacked up mail?
* Consider contacting the person’s next of kin or identified contact person.
* Consider approaching the neighbours.
* Contact manager for more information, i.e. was the appointment cancelled, is the person in hospital, has the appointment been re arranged?
* All actions must be clearly recorded in accordance with your organisation’s best practice recording standards.

The graph below has been adopted from the BHT (Buckinghamshire Healthcare NHS Trust).



Please note - if you are concerned that there is no sign of life, you must act immediately and call 999!