

HSC229 Gain access to, and ensure individuals' homes are secure (Level 2)

Elements of Competence

HSC229a Follow procedures to access and secure individuals' homes

HSC229b Take appropriate action when you cannot access individuals' homes

HSC229c Review procedures for accessing and securing individuals' homes

About this unit

For this unit you will follow and review procedures to access and keep individuals' homes secure, taking appropriate action when you cannot access individuals' homes.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Key people: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care, hospital settings) and the individuals you are working with.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement¹, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

¹ The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Emergency	Immediate and threatening danger to individuals and others
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being.
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language
Risks	A risk is the likelihood of the hazard to occur. It can be to individuals in the form of danger, harm and abuse and/or to the environment by danger of damage and destruction

HSC229a Follow procedures to access and secure individuals' homes

Performance Criteria

You need to show that,

1. you find out about and follow:
 - the procedures for accessing **individuals'** homes
 - individuals' preferences about how you access their homes
 - any special arrangements or features you need to be aware of when accessing individuals' homes
 - any special needs individuals have that you need to be aware of when accessing their homes
 - how to identify yourself when you arrive
2. you inform individuals and **key people** about your visit
3. you ensure your identification badge is up-to-date and visible
4. you follow legal and organisational procedures when:
 - keys are lost or stolen
 - you identify any **risks** to yourself, individuals, key people and others
 - you identify any security risks to the individuals' homes
 - you are faced with an **emergency** on entering individuals' homes
5. you ensure individuals' home are secure when you leave the premises

HSC229b Take appropriate action when you cannot access individuals' homes

Performance Criteria

You need to show that,

1. when you cannot access individuals' homes you follow organisational procedures to find out if individuals:
 - are not aware of your visit
 - are likely to be out
2. you examine other possible reasons for not being able to access individuals' homes
3. you make further efforts to access the individual's home
4. you follow organisational procedures and arrangements agreed with individuals and key people when you cannot access individuals' homes
5. you contact your manager promptly when you cannot access individuals' homes
6. you explain the actions you have taken to gain access to individuals' homes and find out the reasons why this has not been possible
7. you agree with your manager further actions to be taken and anyone you should contact
8. you record and report on incidents and actions taken when you cannot access individuals' homes, within confidentiality agreements and according to legal and organisational requirements

HSC229c Review procedures for accessing and securing individuals' homes

Performance Criteria

You need to show that,

1. you support individuals and key people to understand any difficulties you are having in accessing and ensuring the security of individuals' homes
2. you provide feedback on access and security difficulties to the appropriate people
3. you work with individuals, key people and **others** to identify:
 - any risks associated with being unable to access and secure individuals' homes
 - how access and security difficulties could be overcome
4. you report to your manager any actions you and others have taken to resolve access and security difficulties
5. you review with your manager, individuals, key people and others changes needed to enable you to access and secure individuals' homes
6. you carry out and report on any agreed changes for accessing and securing individuals' homes, within confidentiality agreements and according to legal and organisational requirements

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when gaining access to individuals homes

Legislation and organisational policy and procedures

2. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others for accessing and securing individuals' homes
3. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information about accessing and securing individuals' homes
 - recording, reporting, confidentiality and sharing information, including data protection
 - health, safety, assessing and managing risks associated with accessing and securing individuals' homes
 - health, safety and security in the home
 - accessing and ensuring individuals' homes are secure
4. how to access up-to-date copies of the organisation's workplace policies, procedures and systems about accessing and using keys to individuals' homes

Theory and practice

5. actions to take when, on accessing an individual's home you find any key changes in the condition and circumstances of individuals
6. where to go to access information and procedures for accessing and securing the homes of the individuals with whom you work
7. the differing access procedures for specific individuals and the reasons for these
8. why it is important to:
 - follow procedures for accessing and securing individuals homes and the possible consequences of not doing this
 - wear an up-to-date identification badge that is visible
 - inform individuals and key people when you will be visiting
9. actions to take:
 - when you are unable to access and secure individuals' homes
 - when keys are lost or stolen

10. reasons why you might not be able to access individuals' homes
11. emergencies that may face you when accessing individuals' homes
12. how to contribute to reviewing access and security procedures and arrangements with individuals, key people and others