

(NAME OF HOME)

Procedures Manual

Title: SECURITY

1.0 Scope

1.1 Security of the premises, of people and Service Users' possessions and valuables.

2.0 Aims and Values

2.1 To ensure that Service Users in the home and their possessions are safe from external intrusion, and that staff who work in the service can do so in a secure environment.

3.0 Contents

6.0 Security of people.

7.0 Security of the building.

8.0 Security of personal effects and possessions.

9.0 Security of valuables.

10.0 Surveillance.

4.0 Referenced Documents

C4-059 Property Return Form of Indemnity - Part a. Service User.

C4-060 Property Return Form of Indemnity - Part b. Relative.

C4-070 Register of Valuables Held.

C4-079 Person Centred Care Plan.

C4-080 Service User's Clothing / Personal Possessions Inventory.

C4-SSCB Senior Staff Communications Book.

MA-15 Confidentiality and Access to Records.

MA-22 Care Quality Commission Statutory Notifications.

SD-21 Missing Service User.

5.0 Responsibilities

5.1 Management and all staff.

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This is the procedure to be followed

6.0 SECURITY OF PEOPLE

- 6.1 The manager is responsible for taking such steps as are necessary to ensure the personal safety of all people in the service.
- 6.2 The manager should carry out a security risk assessment that takes into account:
- The history of crime in the local area.
 - Service Users' needs, including their capacity and mental health.
 - Medicines and controlled drugs.
 - Confidential and sensitive data, following the Confidentiality and Access to Records procedure, MA-15.
 - Physical security.
- 6.3 The manager should ensure that, in the event of a Service User going missing, all staff are aware of the procedure that should be followed, Missing Service User, SD-21.
- 6.4 The manager should ensure that, wherever possible, members of staff do not venture outside the service during darkness unless suitably escorted.
- 6.5 The personal safety of each Service User should be subject to an assessment of the risk, based on the lifestyle of the individual and actions taken to minimise the risk, without compromising the Service User's right to take risks, Person Centred Care Plan, C4-079.

7.0 SECURITY OF THE BUILDING

- 7.1 The manager is responsible for taking such steps as may be required to ensure that the building is secure from intrusion or uninvited entry. These steps may include the use of coded door-entry systems, door sensors, movement detectors and surveillance cameras for which localised instructions should be written and available for staff.
- 7.2 All opening windows should be fitted with secure catches or locks, and the opening range restricted so as not to allow access by a person. Staff should respect the right for service users to choose whether windows in their personal space are locked, unless it is in the best interests of people who use the service that they remain locked.
- 7.3 All doors should fit solidly and securely into the frame, and be capable of being locked.
- 7.4 The manager should ensure that a risk assessment is carried out which considers the risks in respect of security of entry and exit from the service. Arrangements for locking the front door should be in place and be communicated to all staff.

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- 7.5 If appropriate, the manager should consult with the local Crime Prevention Officer who will be able to advise what action might be required including appropriate external lighting at night.
- 7.6 Evening security checks of all doors and windows should be carried out to ensure they are secure.
- 7.7 Any security arrangements, as far as possible, should not intrude upon the daily life of Service Users.

8.0 SECURITY OF PERSONAL EFFECTS AND POSSESSIONS

- 8.1 The manager should ensure that Service Users are informed of security arrangements relating to their possessions and the limitations of any insurance cover at, or before, the time of admission.
- 8.2 Each Service User must have access to a piece of lockable furniture in their room, in which they might wish to place valuables, medication or any other personal items of their choosing.
- 8.3 The manager should ensure that staff have access to a secure room, cupboard or storage area, in which to place bags, coats or any other personal items whilst on duty in the service.
- 8.4 The manager should ensure that, during the admission process, the keyworker compiles an inventory of possessions (including furniture) using the Service User's Clothing / Personal Possessions Inventory, C4-080.
- 8.5 If personal effects go missing, or are alleged to go missing, the senior member of staff on duty should initiate an immediate investigation to either locate the missing items or confirm the allegation.
- 8.6 Once items are confirmed as missing, the senior member of staff on duty should make a full and comprehensive report in the Senior Staff Communications Book, C4-SSCB. This report should include:
- Whether the police are to be contacted (if so, include details).
 - A full list of the items missing.
 - Whether the Care Quality Commission has been informed. You are required to do this under Regulation 18 of the Care Quality Commission (Registration) Regulations 2009 for any allegations of abuse (including financial abuse) and any incident which is reported to the police.

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9.0 SECURITY OF VALUABLES

- 9.1 Each Service User should be made aware that the service has a safe in which valuables can be deposited. The manager should keep a comprehensive record using the Register of Valuables Held, C4-070.
- 9.2 When entering details of the valuables being deposited, staff should refrain from using terms such as “gold and sapphire ring” or “gold bracelet”. They should use general terms such as “yellow metal ring with blue coloured stones” or “yellow metal bracelet” etc.
- 9.3 The manager should ensure that regular checks take place to ensure that valuables deposited remain safe. These checks should be undertaken by at least two people, who should both sign the Register of Valuables Held, C4-070.
- 9.4 Where items are returned to the Service User, the manager should ensure that the Property Return Form of Indemnity - Part a. Service User, C4-059, is completed. This ensures that only property that belongs to the Service User is returned to them.
- 9.5 When items are returned to a relative and not to the Service User, the manager **must** be satisfied that the relative is entitled to receive them. In such an event, the manager must ensure that the Property Return Form of Indemnity - Part b. Relative, C4-060, is completed before any item is handed over.

10.0 SURVEILLANCE

- 10.1 If any form of surveillance is used for any purpose, the manager must make sure that this is done in the best interests of Service Users, while remaining mindful of their responsibilities for the safety of staff. Any surveillance should be operated in line with current guidance. Detailed guidance on the use of surveillance is available on CQC’s website.

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