

Beyond Limits Dumfries & Galloway provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits Dumfries & Galloway, to make good, safe decisions.

Beyond Limits Dumfries & Galloway expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

# Key Holding & Entering the Home of a Person We Support

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## Key Holding and Entering the Home of a Person We Support Policy – what this means to Beyond Limits Dumfries & Galloway

‘Home’ is really important for all of us. It is our base, a place of security and somewhere we can relax, unwind and express our personality and what is important to us. People with a learning disability and or mental health needs routinely have responsibilities and rights taken away from them due to misconceptions about lack of capacity and discrimination. This includes being responsible for the keys to their car, home and money storage and the right to say who enters their home and when and how. Over time this means people lose the sense that their home is their own, or that it has value to them and this sometimes leads to damage of property, neglect of property and self-harm to harm to others.

You will be working with a person in their own home and you will, if required, be supporting them to exercise these rights and responsibilities so the way you act and the things you say are very important.

**What we should do:**

Agreement with the person we support about how employees will enter their home, if any support workers are to look after keys to their home, or other keys will be discussed and recorded in the person's Working Policy for all employees to follow consistently. Scenarios such as emergency access will also be detailed in the Working Policy.

In principle though the following should be kept in mind, unless the Working Policy says otherwise:

- You should not enter a person's home unless they ask you in.
- You should not answer the door for a person we support unless this has been agreed with them.
- You should not make copies of a person's keys, house, car or other, unless this has been agreed by the person and the Service Leader.
- If copies of keys are made, a log should be kept of who has a key.
- You should not take or keep a person's keys at your own home.
- It is the person's responsibility to look after their own keys. You will support them in this task if required
- If a person cannot physically use their keys, you should look at alternative locks or assistive technology to make this easier
- If a person does not have the capacity to use their keys you should still involve them in the associated tasks remembering to talk through what you are doing with them.
- Any keys you hold must be returned if you leave the service or leave Beyond Limits Dumfries & Galloway.
- With the permission from the person or those legally acting on their behalf, a cut copy of the house keys can be kept in a secure cabinet within the Beyond Limits Dumfries & Galloway office in case of emergency. ie. lost keys, broken keys etc. There will be a key log in place to ensure their protection.