Adult Social Care

Key Safe Practice Guidance

Version 1

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If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

Introduction

A key safe is a secure box fitted outside a person's property where a set of keys to their home can be stored. These keys can be used by carers or the emergency services to access the person's property when necessary. The key safe is opened using an individual access code, which can be set and changed by the person or carer.

There are times when someone may live alone and find it impossible to open the door to carers/professionals due to being restricted to their bed or chair, or if they have had a fall. A key safe eliminates the need to leave keys under the doormat or flowerpot and is a secure way to allow carers and professionals access to the property when necessary.

It is expected that workers across Adult Social Care (ASC), who are involved in arranging care for people in their own homes, will have a robust, strength-based conversation with the person/family member or friend about the provision of a key safe where this is required to enable care provision.

This conversation needs to consider the person's strengths and ability to arrange for a key safe to be purchased and fitted. Adult Social Care will not provide a key safe if someone can organise this themselves or has the support of family and friends who could arrange this on their behalf.

To support these conversations workers can provide a copy of the "Key Safe Information Sheet", which has details of which key safe is police preferred, where to purchase, along with tips and considerations about where to position a key safe, fitting a key safe, and how to manage a key safe on an ongoing basis.

In the unlikely event that there is no-one who can assist them with provision of a key safe, and it is essential for care provision, ASC will consider providing a key safe at no cost, but it is anticipated that this will only be used in exceptional circumstances only, and where all other options have been exhausted.

Criteria for Providing a Key Safe

Adult Social Care will provide providing a key safe if:

- the person lives alone, is restricted to their bed or chair, and is unable to transfer independently to access/open the door

  or

- the person lives with other people who are also unable to access/open the door

  and

- a key safe has been identified as essential to enable provision of care

A key safe will **not** be provided by ASC if:

- the person does not meet the criteria above i.e., they are physically capable of getting to the door

  or

- the person has capacity and does not agree to the installation of a key safe

Process for Ordering and Installation

Where it has been identified someone meets the criteria for ASC to provide a key safe, the assessor will need to do the following:

1. Establish if the person's property is suitable for a key safe (the property must be of standard construction; listed buildings, park/mobile homes, and boats will not be considered for provision of a key safe), and stipulate which door the key safe is required for.

2. Discuss the provision of a key safe with the person, explain that the key safe becomes their property and will be their responsibility, and gain their consent for it to be fitted where possible.

3. Obtain consent from the owner of the property for the key safe to be fitted if the property does not belong to the person, e.g. private rented.

4. Record consent from the person and/or homeowner (if not the client) clearly in case notes on Mosaic.

Once steps 1 – 4 above have been completed the worker can order the key safe through Medequip. The product code is HAR318 and you will need to search for this code on the Medequip system. This code is for supply and fit, so you do not need to add anything else to the order.

Medequip will install a key safe at the person's home providing there is a suitable location where the key safe can be fitted Medequip can install key safes either 5 days or 3 days from receiving the order, this should be stipulated on the order and the timescales considered when planning care provision.

If Medequip are unable to fit a key safe, the worker will be notified by email.

The Medequip technician will set the key safe number to a default of 45678, and the worker **must** ensure this number is changed as soon as possible once the person's care package is in place. Workers also need to be aware that the key safe number must be changed regularly and particularly if the person changes care provider.

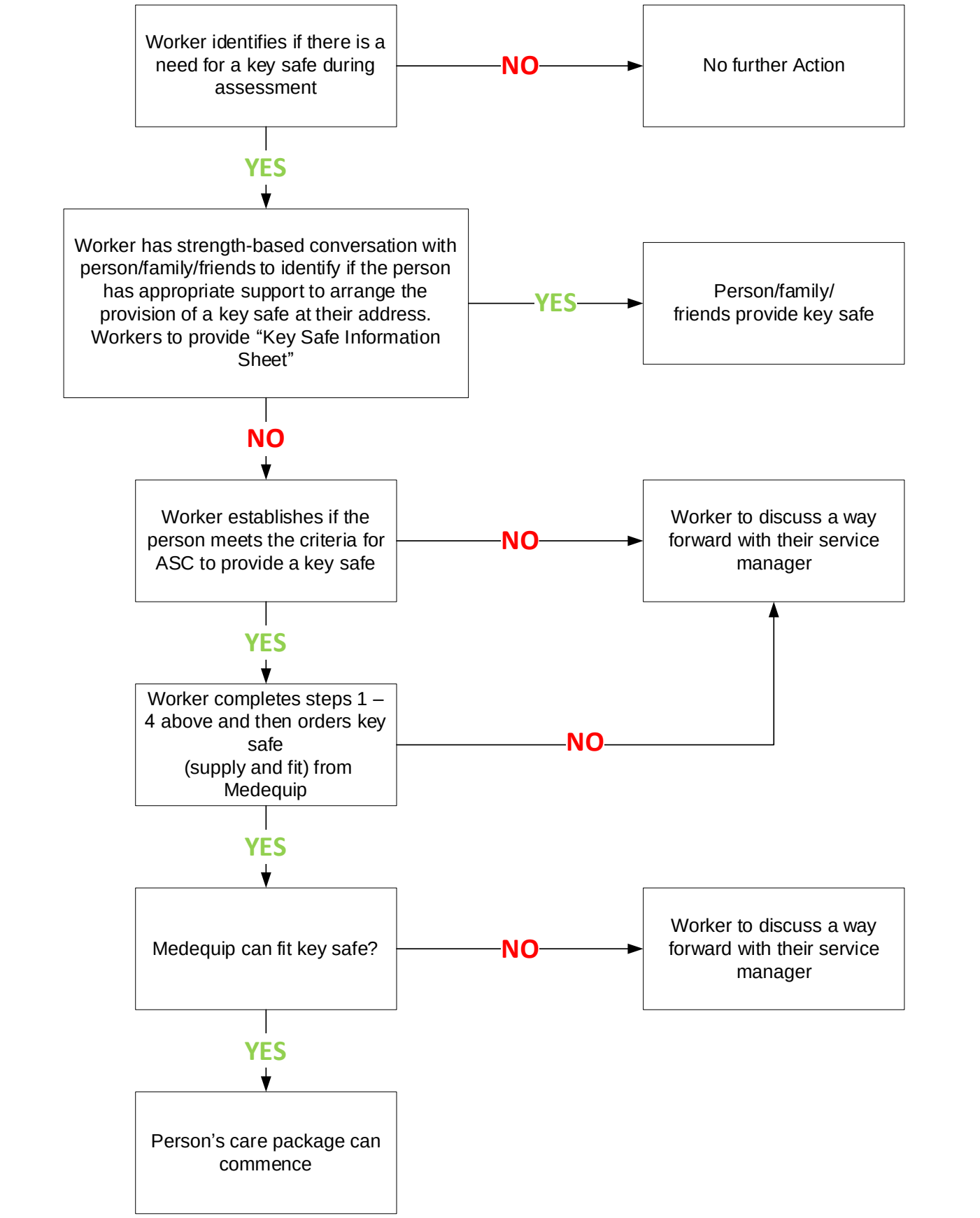
The worker must ensure that the person's key safe number is recorded appropriately on Mosaic. To do this the worker needs to:

a) go into documents
b) click on create
c) select document titled "key safe"
d) complete and finish the document

Key safe numbers must not be recorded on assessments or other documentation that may be in the person's home.

There is a small supply of temporary key safes in the hospital discharge team hubs which could be used if a key safe is essential for someone's discharge from hospital and the standard timescales would mean delaying discharge.

Process Flowchart



Approval and Authorisation History

Author History

Authored by Avril Robinson Occupational Therapy Senior Practitioner November 2022

Approved by DMT November 2022

Change History

Version 1	Avril Robinson	November 2022	New guidance