



# PARTICIPANTS THAT DO NOT RESPOND TO A SCHEDULED VISIT OR WHO LIVE ALONE POLICY AND PROCEDURE

## What Happens If You're Not Home When We Visit

**What is this about?** This is a guide to help you understand what happens if a support worker comes to see you and you don't answer the door. It's for participants who live alone or only have one support worker.

## Why is This Important?

We want to make sure you are safe and well. If you don't answer when we visit, we need to know what to do next.

## Why is There a No Response Plan?

A No Response Plan is a step-by-step guide we follow if you don't answer the door during a scheduled visit. We make this plan together with you. It includes:

- Who to call if you don't answer (like your family or carer)
- If we can enter your home safely (with your permission)
- What to do if we are worried about your safety



## Your Choices

- You can help make your own No Response Plan.
- You can choose who we call if we can't find you.
- You can say you don't want a plan – we will respect that, but we may still call emergency services if we're very worried.

## What Happens If You Live Alone?

If you live alone and don't have other support, we will:

- Talk with you to make a special plan to keep you safe
- Try to get a spare key or key safe if needed
- Keep in touch more often to make sure you're okay

## If You're Not Home When We Visit?

1. We will follow your No Response Plan.
2. We might call your emergency contact.
3. If we're really worried, we might need to call emergency services.
4. We will write down everything that happens.



## If You Don't Want a Plan

That's okay, it's your choice. But:

- We will write that down in your file.
- If we're worried about you, we may still call someone to check you are safe.

## Your Responsibilities

- Let us know if you won't be home for a visit.
- Make sure your emergency contacts know we might call them.

## What Staff Will Do

- Know your plan and follow it.
- Respect your privacy and choices.
- Talk to you if something changes or if we are worried.
- Help you update your plan if needed.



## We Review Your Plan Regularly

- Every year or sooner if something changes
- If your health changes
- If your emergency contact details change

## Extra Support For People Who Live Alone

If you get help with personal care and only have one support worker, we'll do extra checks to keep you safe. This includes:

- Talking to you regularly
- Making sure another staff member checks how things are going
- Giving you a choice in who supports you
- Making sure your support worker has the right training

## DOCUMENT CONTROL

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