

## YOT Home Visits Process

- all first time home visits must be risk assessed by the YOT/specialist officer and update if there are any significant changes between visits
- checks must be made against careworks, ICS and any other appropriate database for relevant risk information
- form 141a (request for info from Police) should be made if there are concerns regarding issues at the property
- discuss any risk concerns with a manager and note the discussion on careworks and on the home visits risk assessment form
- the home visits risk assessment form must be completed in full marking clearly whether the home visit is deemed suitable or not
- make sure that the risk assessment form is attached to the careworks paperclip
- staff must enter the full name, address and contact number of the visit is on their outlook calendar with an indication as to how long the visit is expected to be
- the home visits spread sheet in the shared drive needs to be completed and the contact details included here also. In particular you must add the start and end times
- if in the course of a trip away from the office plans change significantly, this should be communicated back to the office
- always wear your badge so you are identifiable as a professional and keep your mobile phone switched on and easily available; hand held panic alarms can be taken as a precaution
- once you have completed the visit phone the duty officer and confirm that the meeting has concluded and that you are safe. If your visit time has expired and you have not called then the duty officer will need to make contact via phone and alert a manager immediately
- follow the Local Authority guidance in home visits and personal safety
- follow the code blue/code red local authority protocol in the event of any difficulties.

### Code blue folder/red folder procedure

This procedure is to alert colleagues if you get into difficulty during a home visit.

**Code Blue** means that you are not in a life or limb situation, but that you require support.

**Code Red** means that you are in immediate danger and require emergency services to attend.

If you find yourself in a potentially dangerous situation, you should try and remove yourself from the situation immediately. If you are unable to do so and you can use your telephone, call the office, and:

- identify yourself to whoever answers the phone
- say that you would like them to check Red or Blue folder – dependant on your situation and name the client

- the person answering the phone will confirm that they understand and will take the necessary action
- if you receive a call where someone ask for you to check a Red or Blue client folder
- carefully record the details of the caller
- confirm that you have understood that you will check the folder (bear in mind that the call may be on speaker phone or may be overheard)
- Go to the Red or Blue folder and take the appropriate action detailed in the folder and **tell a manager** immediately

If you receive a Blue folder call:

- advise the line manager or another manager immediately
- inform the manager that the staff member has made a covert call indicating they require support.

**Manager's Blue folder action:**

- check the whereabouts of the staff member using their outlook calendar
- attempt to call the staff member on their mobile
- send two colleagues to meet the staff member at the address

**If you receive a Red folder call:**

- locate the whereabouts of the staff member using their outlook calendar
- call 999 and advise that the staff member has made a covert emergency call and is in immediate danger
- advise a senior manager immediately

## **Personal Safety Procedures**

### **Guiding Principles**

1. at all times and in all circumstances your safety is paramount;
2. your health and safety is a shared responsibility between you, your colleagues and your manager;
3. keep your outlook calendar up to date so that your team/your manager knows where you are;
4. for all activities ensure that the relevant risk indicator form and risk assessment have been completed and are readily accessible;
5. always implement the control measures that are specified in the risk assessment;

6. prior to every activity consider the status of the risk assessment and the need to review it;
7. if you do not have time to undertake a full review of the risk assessment do not undertake the activity. We are not providers of a 'blue light' service
8. if you are working off site ensure you check in and out with your manager, buddy or other designated colleague before and after every activity;
9. for your own safety, and that of your colleagues, ensure that you are familiar with the Service's 'Blue Folder/Red Folder' emergency procedure
10. if you are unhappy with something you are being asked to do – say so