

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Outreach Work Guidance Notes

Conditions of the Workplace

If at all possible, Outreach work should be conducted from Lawrence House or a public location where other people are around. If a visit to the client in their own home is deemed necessary, then this must be booked in advance, written up in the day book and diary with details of name and location / address of the visit and preferably be during “normal office hours” when other members of staff are at LH. In every case, other staff members should be informed of where you are going, who you are seeing and at what time.

When entering a client’s home, staff should try to identify and make arrangements for a safe means of entry and exit. The immediate physical terrain within the area they will be working must also be assessed for hazards. Prior knowledge of who else may be at the location at the time of the visit should be sought to assess any potential problems.

When Outreach work is carried out at Lawrence House, then if appropriate, the Lone Working Policy and Lone Working Guidance Notes should be noted and adhered to.

Communication

When conducting outreach work, the Project Worker MUST have the HHG mobile phone with them to maintain communication with the Project Manager / Management Committee or the Emergency Services. Staff should never use their personal phones / mobiles to contact clients.

Personal Security

In the case of an emergency contact the Emergency Services and then the Project Manager or Management Committee. These phone numbers have been programmed into the HHG mobile phone. The Project Worker must take care not to lose or misplace this mobile phone as it does contain confidential details.

If visiting a client’s home or other non public location, the Project Worker should ring the office ,or whoever is the emergency contact, when they arrive at the site (before entering) and provide an estimate of how long they will be (this should ideally be less than ½ hour). If this work is out of hours, then this call should be made to the Project Manager’s mobile phone.

The Project Worker should then ring again when they leave the site to confirm that they are on their way back to work.

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Should difficulties arise, a “code phrase” has been agreed upon and staff should ring the office and state:

“I am going to be late for my appointment”; staff can also use a name e.g. “with Mr Smith” etc.

On receiving this code phrase, staff at the office should contact the Police immediately giving details of the time of the call, precise location and potential nature of the problem stating that there is a lone worker who has used a verified ‘distress’ code phrase.

If the call is made to any person who is not at Lawrence House (e.g. Management Committee member) then this person must have been contacted prior to the visit with details of the client and location address in order that the emergency services can be informed.