



**Elinor Warner (Head Teacher)**

**11 School Road, Warstock, B14 4BH**

**0121 474 2356**

**www.hightersheathnursery.org.uk**

**Home Visit Policy**

**ARRANGING THE FIRST VISIT**

* Gather as much information as possible on the family/individual. This may be from the source of the referral
* Arrange all first appointments by letter wherever possible. Remember to check the address and any specific access details in a follow up phone call
* Ensure that the new families/individuals details – name, address and telephone number are documented and kept in the office for reference while HV is taking place.
* Work out your route and potential parking areas before you leave the office
* Arrange for a colleague to attend all home visits
* Review the visit afterwards to plan subsequent visits if necessary

**BEFORE GOING ON THE HOME VISIT (INITIAL & SUBSEQUENT)**

* Record on the staff visit log: visit details, time, date and estimated time of return
* Check that the work mobile is charged and that there’s credit (no personal mobile phones to be taken into the home Leave a contact number at the office to enable you to be contacted if you don’t return by the time recorded on your log sheet
* Take with you any relevant information that you may need to assist the family/individual so that you are prepared for your visit (registration forms, health profile forms, dietary needs)
* Take a camera with you to photograph child and parent if permission is given

**MAKING A HOME VISIT BY FOOT/PUBLIC TRANSPORT**

* Avoid dangerous shortcuts if you are lost or when you are unfamiliar with an area
* Keep to busy, well-lit roads/streets and walk facing the oncoming traffic
* Avoid late afternoon visits in the winter when it gets dark if at all possible
* Turn and walk in the opposite direction if a vehicle pulls up alongside you - people on foot can change direction faster than a car
* Cross over to the other side of the street if you feel you are being followed
* Ensure that you carry your mobile phone or spare change for a telephone box at all times and any numbers that you may need to call
* Carry only what is absolutely necessary
* Be prepared to give up your bag (or other possessions) if necessary rather than risk personal Injury **(personal handbags should not be carried on visits)**
* Make as much noise as possible in the unlikely event of being attacked

**DRIVING TO A HOME VISIT**

* Keep doors locked and windows closed when you are driving and when leaving your car parked
* Ensure your car is in good working order and maintained regularly
* Ensure you have enough petrol
* Park in a well-lit, safe and obvious place with a quick escape route, e.g. park facing out of aCul-de-sac. Motor bikes/scooters must be parked with the front wheel facing outwards
* Have the keys ready and check the back seat before getting into the car
* Do not stop if you are waved down – carry on to a safe place e.g. petrol station and telephone police if appropriate
* Do not leave anything visible in the car
* Avoid late afternoon visits in winter when it gets dark early

**ON ARRIVAL AT A FAMILY’S/INDIVIDUAL’S HOME**

If you feel an apprehension before knocking on the door, phone school to raise awareness. School will call when you are inside to confirm you are OK

“Let them know I’m on time” = I’m fine

“I’m running late please phone ahead = let Claire know I need support

* Check that you have arrived at the correct address and ask the individual to confirm that they are aware of the appointment and to state their name
* Take note of the environment and make sure you know the way out
* Insist on being introduced to other people present
* Make an excuse and LEAVE if you feel at all uncomfortable. An explanation or apology may be made later

**DURING THE VISIT**

* Be aware of who is in the home, ask to be introduced
* Have a “get out” excuse. If you feel in any danger, use your phone to call the office and have a code which means that you feel unsafe
* Always carry your mobile close to you e.g. in your pocket. It is important that you can access this easily

**FOLLOWING THE VISIST/LEAVING THE HOME**

* Ensure that you have all your belongings and that you have not left anything behind
* Ensure that you go straight back to your car
* Ensure that you store your belongings out of sight before setting off e.g. not leaving your handbag or purse on the car seats
* Ensure that all doors are locked as soon as you are in the car
* Drive straight to your next destination
* If you need to pull over to make any call, make sure you do this in an area where there are plenty of people

**DEALING WITH THE THREAT OF VIOLENCE AND MINUIMISING THE RISK**

The health and safety of staff is paramount to Highters Heath Nursery School and we encourage all employees to follow this policy as closely as possible in order to protect themselves to the best of their ability. Highters Heath Nursery School is committed to proving a safe working environment for staff and taking the appropriate action against individuals who make threats, physically or verbally. Part of the purpose of risk management is to help develop safeguards for employees and establish them so that they are used and common practice. They allow the school to look at alternative ways to deliver support to individual and families, without having to feel as though staff are jeopardising their own safety. This may mean that, following a risk assessment, in certain circumstances support may be withdrawn and other agencies may need to be involved.

**RETURNING TO THE OFFICE BASE**

All staff should report all incidents of violence and abuse as soon a s they occur of straight afterwards. The following procedures for incident reporting should be adhered to at all times:

* All incidents should be recorded in the family’s/individual’s notes (FACT ONLY)
* All incidents should be recorded on an “Incident form” (FACT ONLY)
* All incidents, regardless of how trivial, should be reported to management as and when they occur

Details which should be recorded are:

* Details of the individuals involved
* The date/time of the incident
* The cause of the incident and when/where it happened
* Any injuries resulting from the incident
* The actions that the Manager is taking to prevent the incident occurring again

Reporting arrangements should also fulfil requirements under RIDDOR 95 (Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995.) If you require more information on RIDDOR your Manager will be able to provide you with this.

**POST INCIDENT SUPPORT**

Staff should not fell that they have to cope alone when a violent incident occurs. Should you be involved in an incident you must:

* Seek proper medical attention for any physical injuries and if you have been distressed by an incident; take the opportunity to talk to your colleague, team member or line manager
* Make sure that you have the opportunity to ‘de-brief’ with your manager and colleagues
* Decide, as a team, how an incident will be dealt with and what strategy is required for subsequent visits
* Report the incident to the police if appropriate. You can do this yourself or ask your manager to do it for you
* Supporting staff when they are dealing with the police and during prosecution that may follow
* Attend all meetings where de-briefing is carried out

**TRAINING**

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual/unexpected situations and health and safety will therefore be **mandatory** for all staff working in the community.

Three key themes will be addressed through training

* The worker has knowledge of and understands the hazards and risks to which he or she is being exposed
* The worker knows what to do if something goes wrong
* Someone else knows the whereabouts of a worker and what he or she is doing

Training will be provided by external organisations and by internal senior staff members. Supervision will be carried out regularly to give staff regular opportunities to discuss any concerns they may have.

**SUMMARY**

Violent and aggressive incidents are rare; however it is important that staff are aware of the possible dangerous situations that can occur. Staff are expected to follow and adhere to the policy at all times, regardless if they feel that the environment they are entering is safe. Staff are responsible for their own safety and therefore should promote this by working in line with the Centre’s policies.

Signature:

Reviewed: Sept 2014

Review: Sept 2015