



Title of Policy/Procedure

Home Visits

Reviewer(s):

Helen Lidbury

Early Intervention Manager

To be read in conjunction with the following policies:

Lone Working Policy

Consultation Process

Lighthouse Team

Policy Date:

September 2023

Review Date:

September 2024

This policy has been ratified by:

Risk, Audit, Health and Safety and Premises Committee

Home Visits

All staff undertaking home visits will have had appropriate safeguarding training, read the Lighthouse Lone Working Policy [Lighthouse Lone Working Policy](#) and completed the Lighthouse Risk Assessment (before initial visit only) [Lighthouse Initial Home Visit Risk Assessment](#). This should be sent to your Early Intervention Manager (DSL).

Home visits will be pre-planned and should the risk assessment determine that the visit is not safe to go ahead, contact with the family should always be carried out in a school or community setting.

If the home visit is deemed safe to go ahead but there are some concerns highlighted via the assessment, then the visit should be conducted with an additional member of staff.

In either of these circumstances, when the risk assessment is submitted, a conversation between the member of staff and Early Intervention Manager (DSL) or Inclusion Manager (DSL) should always be held to determine next steps.

Responsibility of worker going on visit:

Ensure you are well informed about the family and are aware of personal circumstances.

Ensure you have completed the [Lighthouse Initial Home Visit Risk Assessment](#) and submitted to your Early Intervention Manager (DSL).

Wherever possible, schedule the home visit during the day, if it is outside of working hours this should be highlighted in your risk assessment.

If you have any allergies, you must check with the home before the visit to ensure it is safe for you to visit.

Arrange for a buddy to check in and out with at the start and end of the visit. This should ideally be via phone call but text can be used. Please see [Lighthouse Lone Working Policy](#) for more information around the responsibility of the buddy.

Ensure the visit is recorded in your Outlook calendar with the time, approximate duration, and address of the planned visit. You should also include the family name or Lighthouse number and a telephone number for the family.

Inform your buddy of your plans for the day and when your day is due to finish completely.

Ensure your mobile phone is fully charged and that you have a way to charge throughout the day if you are not returning to an office base.

If visit is going to overrun phone your buddy with an updated end time **BEFORE** it overruns.

Ensure you wear your staff Identification throughout the visit.

In hours of darkness, park in a well-lit area which does not require you to reverse on leaving.

If undertaking the visit in pairs, ensure both staff are present before you enter the property. You should still inform a buddy and check in and out the same way as if you were alone.

Do not start the home visit if you arrive at the home and you are in any way worried by what you arrive to. Inform your buddy and return to the office where a further risk assessment should be carried out.

If you become worried during the visit, you should end the visit and inform your buddy immediately as well as your Early Intervention Manager (DSL).

Ensure you have read and understood the Lighthouse Lone Working Policy [Lighthouse Lone Working Policy](#) and what you should do if you become worried during a visit.

Ensure you are aware when entering the home where the front and rear entrances are and attempt to keep a clear pathway to those exits.

If on arrival at the home visit, there appear to be no parent/carers present and only children, attempt to engage the children and ask where their parent/carer is –

- Do not enter the home.
- Attempt to contact the parent/carer. Contact the Early Intervention Manager (DSL)/Inclusion Manager (DSL) and appropriate school.
- If you are immediately concerned for the children in the home, contact the Emergency Services and then your Early Intervention Manager (DSL).