

Care & Clinical Guideline:

Title: Key Safe Boxes and PIN Numbers			
Document Author:	Various	Date	26 th July 2012
Ratified by:	Care & Clinical Policies	Date:	23 rd April 2018
Last Review date:	April 2018		
Next Review date	April 2020		

Links to Policies:

- Staff Code of Confidentiality
- Data Protection Policy
- Information Management Policy

1. What is a Key Safe?

1.1. A Key Safe is a small secure box with a keypad, which is designed to hold keys mounted on an outside wall. The Key Safe box opens when a pre-set code (PIN number) is entered to allow access to the stored keys inside.

1.2. Key Safe is a useful means of providing access to a client’s home for services such as home care, nurses, and paramedics. Most Key Safes have been provided in order to support the setting up of or an increase in a care package, arising from hospital discharge and or increased needs due to reduced client’s mobility.

1.3. They are relatively small and do not require power. However, the client does not have control over who enters the home. As with any such device, care must be taken not to reveal the code to unauthorised person’s to maintain the client’s safety in their home.

2. Purpose of this document

2.1. To have a robust procedure to support the recommendations of staff to have Key Safes fitted to client’s premises within Torbay and Southern Devon.

2.2. To ensure that PIN numbers for Key Safes are kept safe and secure at all times across Torbay & Southern Devon.

2.3. This guideline covers Key Safes:

2.3.1. Fitted by Torbay & South Devon NHS Foundation Trust (the Trust)

2.3.2. Fitted privately by the client or their family

2.3.3. Fitted by Torbay Care Trust (up to April 2012)

2.3.4. Fitted by Torbay and Southern Devon Health and NHS Care Trust

2.3.5. PIN numbers stored by the Monitoring and Response Centre (MaRC).

The MaRC only store Key Safe PIN numbers for clients on the alarm handling system (Jontek) who have provided the PIN numbers for emergency access purposes only. Please note MaRC do not have access to PARIS and therefore only hold the PIN numbers for Key Safes that are supplied as part of the service they offer and are only likely to be provided in the case of an identified emergency.

3. Recommending the use of a Key Safe:

3.1. When considering the recommendation of a Key Safe, please refer to the guidance available on iCare/Corporate/Information Governance/Information Security/Key Safe and the flow chart in Appendix 1.

3.2. When Trust staff recommend the use of a Key Safe, they should advise clients of the benefits and risks as outlined on iCare. The Trust currently only approves the use of Supra 500 key safes which has been approved by the police.

3.3. Clients should be advised that they will need to inform their insurance company and check out whether their home contents policy will be valid.

3.4. Clients need to be made aware that the Key Safe will be attached to the house and where a property is rented the landlord's permission needs to be obtained prior to it being installed.

3.5. Clients who have an alarm with the MaRC will be asked to provide their PIN number, so that access can be gained in the event of an emergency by emergency services as and when appropriate.

3.6. Clients should be given a copy of the Key Safe leaflet (copy available on iCare) which includes information as outlined in the points above.

4. Key Safe Box:

4.1. Key Safe boxes can be ordered via the Community Equipment Store only when an assessment of need has been completed and the client meets the National Eligibility Criteria.

4.2. Clients may choose to have a key safe box fitted privately. The guidance in this document is relevant to both our staff and clients.

4.3. Key Safe boxes ordered through The Community Equipment Stores are usually supplied within 7 working days and will be fitted discreetly.

4.4. Clients will be encouraged to set their own PIN number for the key safe with help and support from their family or carers.

4.5. If clients have difficulty in setting their own PIN numbers and do not have any family or carers to support them, then staff need to take this into consideration when carrying out an assessment, as to how a PIN number can be set.

4.6. A member of staff from the Zone will make contact with the client, support them in setting up their PIN number and then ensure that the PIN number is phoned through to the Health and Social Care Co-ordinator who will add it to PARIS.

4.7. If a Key Safe box that has been fitted by the Trust as outlined in 4.1 and becomes damaged then the Trust will replace.

4.8. It is not normal practice for the Trust to remove Key Safe boxes.

5. Accessing and Security of PIN Numbers

5.1. Key Safe PIN numbers will only be recorded on PARIS together with the date when last verified as correct.

5.2. If staff have been given a Key Safe PIN number, then it should never be stored with the clients name and address, nor should it be passed onto another individual without the consent of the client unless it is felt that there is a significant risk of harm. If the PIN number is disclosed in these circumstances then it should be documented on the client's record in PARIS.

5.3. When staff are using Key Safes, they need to be aware of people around them and ensure that they are not being overseen accessing the key. After returning the key, staff should ensure that the Key Safe box is shut and secure, jumbling up numbers when they leave.

5.4. If a member of staff loses or has stolen a document containing a PIN number with other identifiable data, the client should be contacted immediately and requested to reset the PIN number, and the incident should be reported immediately to the Local Security Management Specialist, the Information Governance Team and reported via the Incident Reporting procedure.

5.5. PIN numbers are stored on the client's record in PARIS and therefore if you have access to the client's record and need to access the property to provide care and treatment you will have access to the PIN number if recorded.

5.6. If a member of staff does not have access to PARIS and requires a Key Safe PIN number to enable care and treatment, or to pass onto a third party, for example a care agency, then they should ask the client in the first instance for the Key Safe PIN number for consent to pass the PIN number on. An assumption should not be made that the client is happy for this information to be passed on.

5.7. If it is not possible or it is considered an emergency, the PIN number can be accessed from a Health & Social Care Co-ordinators, Referral Co-ordinators or Out of Hours, providing it is stored on PARIS.

5.8. If the police require the Key Safe PIN number, then the Local Security Management Specialist should be contacted, prior to any disclosure.

5.9. Once a PIN number has been disclosed, the client should be encouraged to change the PIN number. Please note that any changes to PIN numbers should be recorded in PARIS with the date.

5.10. MaRC do not have access to PARIS and therefore will not be able to access PIN numbers unless the client is receiving a community alarms service in Torbay through them. In these cases they will only disclose a number in an emergency. Please see process outlined in Appendix 3.

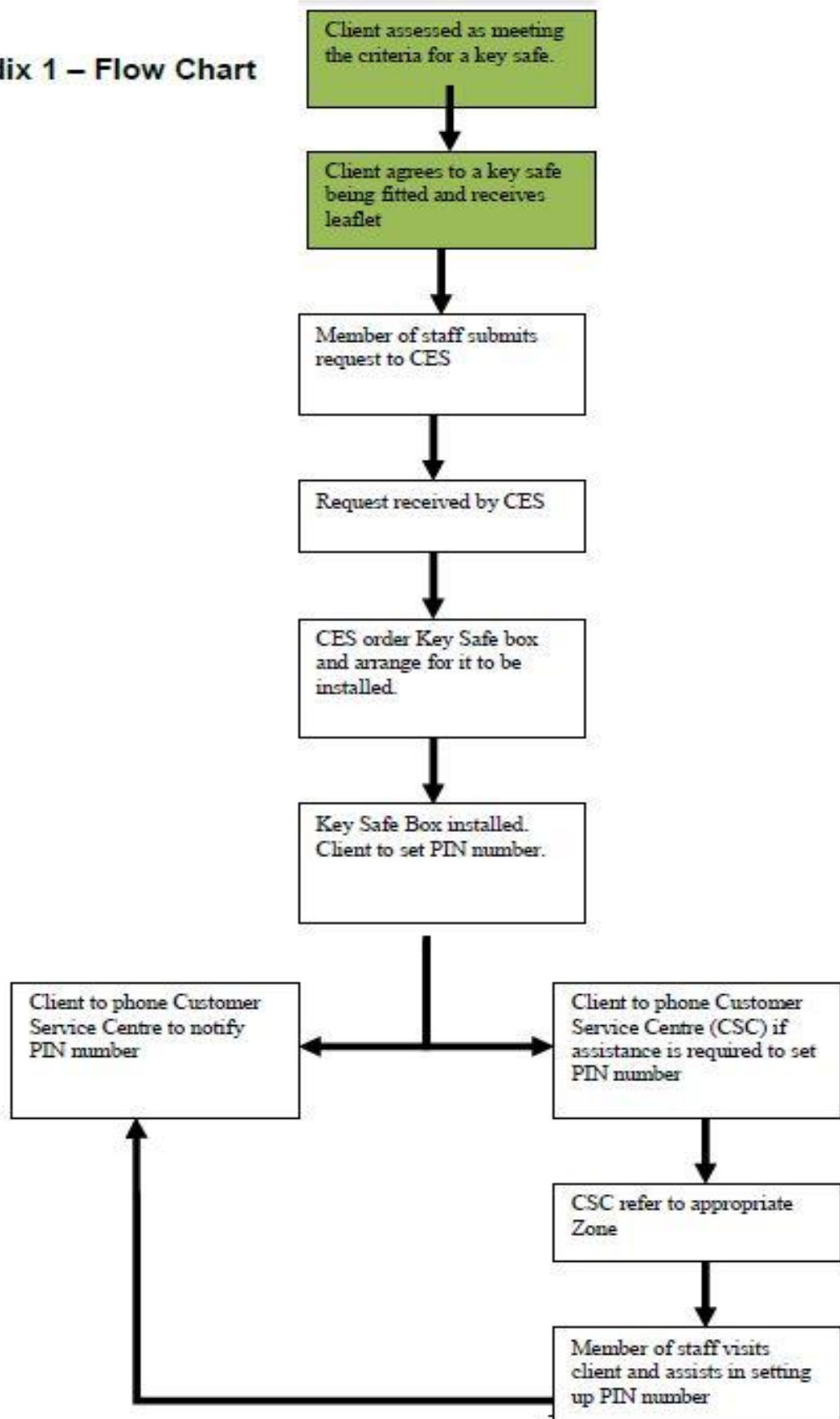
6. Review

This document will be reviewed in 2 years' time or as a result of new guidance or good practice, whichever is earlier.

Appendices

- Appendix 1 Flow Chart
- Appendix 2 Information available on ICON

Appendix 1 – Flow Chart



Appendix 2 – Information to be included on iCare

When to recommend a Key Safe

A professional judgement will need to be made case by case but consideration should be given to the following.

When to recommend

- If the client lives alone or with a partner who also fulfils the criteria
- If the client has an alarm fitted by the Community Alarm Centre and there are no key holders available in an emergency
- If the client is confined to a chair/wheelchair or bed bound and is unable to make independent transfer in order to access/open the door
- If the main aim is to support an increase in an existing care package or setting up a new one, and
- It has been established that the client would have difficulty in getting to the door, or
- When the client is in hospital and a Key Safe is needed to facilitate discharge.

When not to recommend

- If client's level of mobility is expected to be only temporarily impaired and likely to improve with time, rest &/or rehabilitation
- If the client does not fall within the stated categories of need i.e. is physically capable of getting to the door
- If request for Key Safe appears to be intended as a convenient means of access
- If client is capable of giving consent and does not agree to the installation
(Adult protection issues)
- If client wishes to retain control &/or independence over access, (consider a door entry system)
- If client has visual or hearing difficulties, consideration should be given to a suitable means of alerting service users of caller's presence, prior to the installation of Key Safe e.g. flashing bell.

- Any other circumstances that may place the client at risk, once control of access to their home is relinquished.

Key Safe Leaflet for Clients

What is a Key Safe?

It is small safe that the keys to your home can be stored in. It has a lock with a unique combination that you can set.

Who are Key Safes for?

They are for people who have care staff visiting their homes, and who cannot let them in themselves.

What benefit is there to having a Key Safe?

A Key Safe enables home carer, nurses, etc to gain access to your premises without the need for you to answer the door. It may support an increase of an existing care package or the setting up of a new one. It may facilitate discharge from hospital or support emergency care from the Care Trust.

Where are Key Safes fitted?

Key Safes are fitted on the outside of your home in a discrete location. Key Safes are relatively small and do not require electrical wiring.

Are there any risks?

Yes, whilst the Key Safe is located in a discreet location outside your property and you have control on who has access to the PIN number, you are not always in control of who enters your home.

Does anyone else use the Key Safe System?

Yes. Key Safes are currently fitted to over a million households in Britain.

Are there any charges for Key Safes?

Where you have been assessed as needing a Key Safe by Torbay & South Devon NHS Foundation Trust staff and you meet the National Criteria, the Key Safe is provided and fitted free of charge.

If you purchase one privately and have it installed independently, then there will be a charge. There are no ongoing costs.

What do I need to do to get a Key Safe fitted?

If you are not the owner of your property, you will need the permission of your landlord to have a Key Safe fitted to the outside of their property. You will need to check with your insurers to ensure that your policy will still be valid if a Key Safe is fitted. Talk to your health/social care professional when they next visit you, or ring our Customer Services number 01803 219700.

Customer Service Guidance

Do I have to do anything when the Key Safe is being fitted?

No, you may just hear some drilling noises for a short time. Once it has been fitted, a note will be posted through your door telling you it is ready to use.

What do I need to do to start using the Key Safe?

The Key Safe comes with a combination code that needs to be keyed in to open it. The instructions that you will get will tell you how to reset it to your own code. Please remember not to use something too obvious, like your date of birth.

If you are unable to set the PIN number ask a family member or your carer to do it for you.

What then?

It is ready to use! You can put a set of keys for your home in the key safe. You should tell the PIN number only to those who you want to have access to your home.

Who should I give the PIN number to?

It's up to you, but you do need to think carefully about who you disclose the PIN number to. Those who you give the PIN number to may include family, friends, neighbours as well as people like nurses, home care staff. We recommend that you give the PIN number to Torbay and South Devon NHS Foundation Trust's Customer Service Centre on 01803 219700, to enable them to support you with your care, who will arrange for the number to be stored on your record.

What if I can't let care staff in, but don't want a Key Safe fitted?

If you don't want a Key Safe fitted, you will need to make alternative arrangements to enable care staff to gain access to your home.

For further information, please talk to the person who is providing you with care and/or treatment or contact our Customer Service Centre on 01803 219700.

If you need this leaflet in a different format such as large print audiotape, or another language, please contact our Customer Service Centre on 01803 219700.

What is a Key Safe Number?

It is a unique combination number that when entered into a box on the outside of a property, will enable the person who inputs the number into the key pad to have access to the key to the property.

Why will clients phone us with their number?

If the Trust installs a Key Safe box, the client is asked to set the unique combination number and are recommended to phone it through to us, so that we have access to it in case of an emergency.

What do I do with the number?

When a client phones through with the Key Safe number, or it maybe a member of staff who is supporting them through the process, you will need to make a note of the name, address, postcode, telephone number, the Key Safe number and the location of the Key Safe box.

Once received, the information should then be passed by email to the appropriate health and social care co-ordinator who will enter it on PARIS together with the date the information was provided.

Do I keep a record of the number?

No, once the information has been emailed to the Health and Social Care Coordinator the number should be deleted from your records.

What if I am asked for a Key Safe PIN number?

You ask the person to contact the appropriate health and social care co-ordinator.

What if a client phones up asking for a Key Safe Box?

Refer them to the appropriate Zone for further information.

Checklist for Key Safe Boxes

	Yes	No
Has the client been assessed and meets the criteria for a Key Safe?		
Does the service user/family understand how the Key Safe works?		
Does the client understand the benefits and risk to the provision of a Key Safe?	<input type="checkbox"/>	<input type="checkbox"/>
Does the client understand that he/she needs to check that her home content insurance policy is valid if a Key Safe is fitted?	<input type="checkbox"/>	<input type="checkbox"/>
If the property is rented has the client obtained the permission of the landlord to fit a Key Safe to the outside of the property?	<input type="checkbox"/>	<input type="checkbox"/>
Have you identified the intended location of the Key Safe?	<input type="checkbox"/>	<input type="checkbox"/>
Have you established whom the key code will be issued to?	<input type="checkbox"/>	<input type="checkbox"/>
Have you gained Team manager/Senior Practitioner authorisation for the Key Safe provision?	<input type="checkbox"/>	<input type="checkbox"/>
Is the client/family in agreement with the provision of Key Safe?	<input type="checkbox"/>	<input type="checkbox"/>
Does the client agree to the Key Safe PIN number to be stored and used by the Care Trust as and when appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Have you provided the client with the Key Safe information leaflet?	<input type="checkbox"/>	<input type="checkbox"/>

Policy	Appendix	Appendix Author	Date
Key Safe Boxes and PIN Numbers	3 – Emergency Key Safe Release Process	Cheryl Grieve	16/02/2018

Key Safe Boxes and PIN Numbers

Appendix 3 – Emergency Process for Key Safe Code Release

This appendix details the process that will be adhered to by the Torbay Monitoring and Response Centre (MaRC) for emergency requests to release the Key Safe Code. This relates to the following section of the ‘Key Safe Boxes and PIN Numbers’ policy:

5.6. If it is not possible or it is considered an emergency, support in obtaining assistance and access to a Client may be available from the Community Alarms Service, where the Client is in fact registered with this service.

Overview

The following table shows which process staff should follow when considering a request for a customer’s Key Safe code.

	Normal Working Hours				Out Of Hours			
	Planned		Un-Planned		Planned		Un-Planned	
	Non Emerg ency	Emerg ency	Non Emerg ency	Emerg ency	Non Emerg ency	Emerg ency	Non Emerg ency	Emerg ency
TSD	BAU	BAU	BAU	BAU	BAU	BAU	BAU	BAU
Ambulan ce	N/A	MaRC	N/A	MaRC	N/A	MaRC	N/A	MaRC
Police	N/A	MaRC	N/A	MaRC	N/A	MaRC	N/A	MaRC
Fire	N/A	MaRC	N/A	MaRC	N/A	MaRC	N/A	MaRC

Business as Usual (BAU)

The process for staff to access key safe pin numbers is as follows:

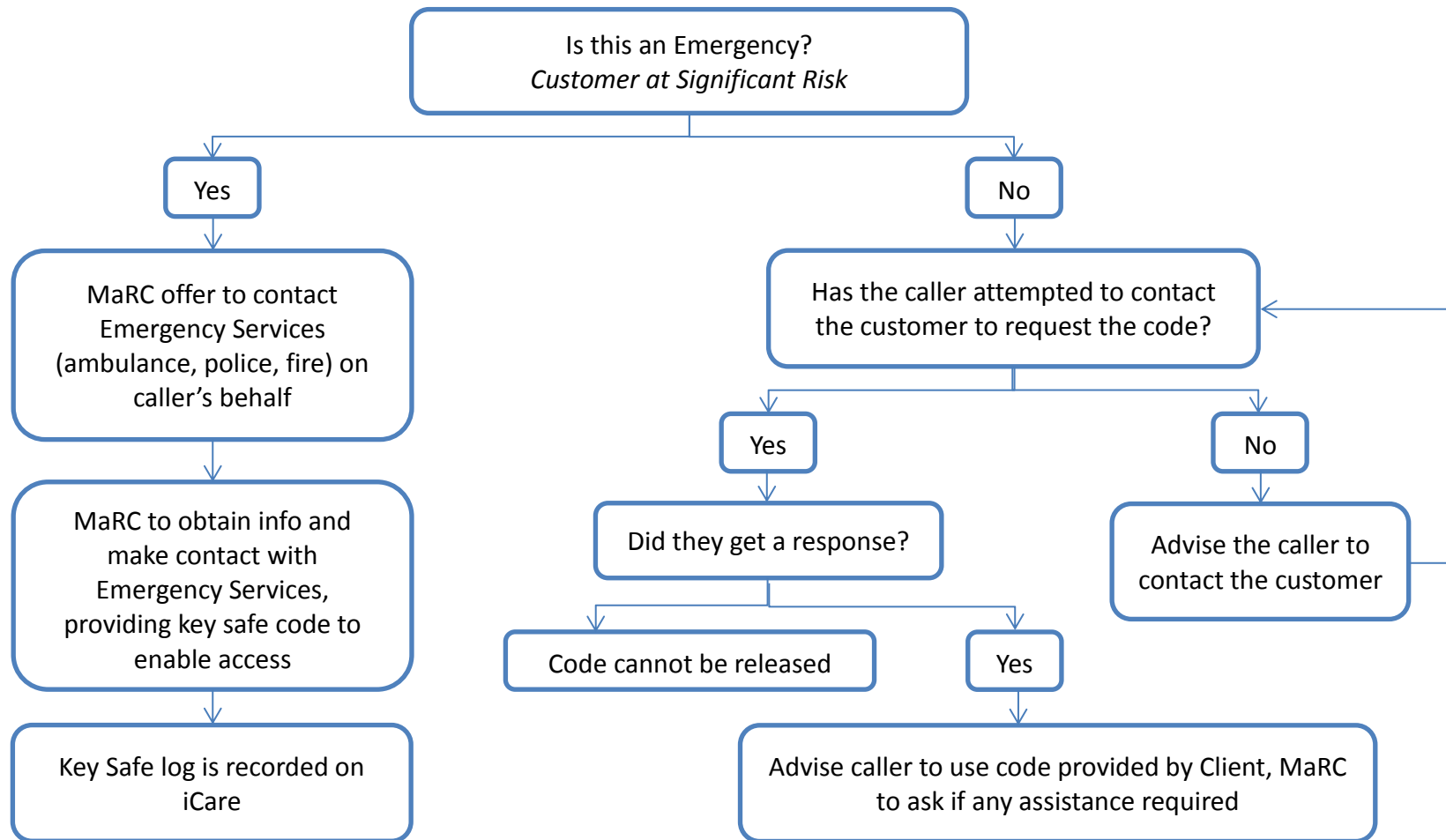
1. All staff should ask the client if they have a key safe and are they happy for them to use it, if so they will be provided with number. **This should cover all planned visits.**
2. Each Zone should be keeping a list of key safe numbers in a secure location (Paris) which can be accessed during normal working hours, and can be passed to the various professionals providing care and treatment. This should be checked with the client on a regular basis, as sometimes these numbers change.

3. If the visit is made outside of normal working hours and is a planned visit then the professional is responsible for ensuring they have the pin number before leaving the office for visits over the weekend/evening.

For points 2 and 3 staff should not be contacting MaRC for key safe numbers, as they have local procedures in place.

4. There may be an occasion when a member of staff is covering for another member of staff and the pin number has not been passed on for some reason i.e. sick leave; and when they get to the client they realise they are not getting an answer and a key safe is available; or
5. The Trust out of hour's services may receive a call and need to make a home visit, they may not be aware whether the client has a key safe, however it would be good practice for them to check with the person making the referral that a member of staff can access the house.

For points 4 and 5 the care professional should in the first instance ring the client if the telephone number is known to see if they can get to the door or to ask for key safe pin number. If there is no answer and it is deemed to be an emergency, then the care professional may feel it appropriate to ring the MaRC. Staff should note that if the alarm was privately fitted the MaRC may not hold the number. MaRC after verifying the Client is a registered user can offer to support the attendance by contacting the emergency services on behalf of the caller. At which point, the MaRC operator can divulge the key safe code to the emergency services to enable them access.



MaRC Key Safe Code Release Process V2.0

