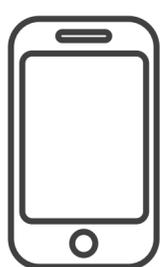


Making home visits

Things to consider for your home visits during Covid-19.
Following these steps will help keep staff and customers safe.

NOTE: This information must be read in conjunction with our Risk Assessments.

Before the visit



Consider other options

Can you call, WhatsApp video or WebEx/Zoom?
Can they send photos?



Do you need to go inside?

Can the meeting be held on the pathway or garden?
Can you look in through the window?



Proceed only if absolutely necessary

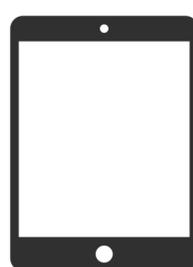
The circumstances should be exceptional, i.e. a Safeguarding Concern



Discuss your decision with your Line Manager

Before making the visit

Arranging the visit



Visits must be logged

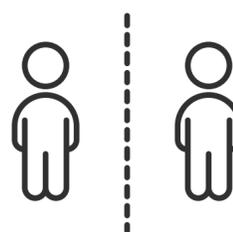
Raise visits via a TOTAL MOBILE Communication, so we can contact trace



Complete a phone risk assessment

Ask:

Is anyone at home shielded/vulnerable?
Has anyone displayed symptoms or been diagnosed with Covid-19?



Send the customer safety information

Say you will be sending guidance on social distancing (2m). It can be emailed or posted.
You may also want to talk it through on the phone

During the visit



Use a facemask (optional) and keep 2m distance

Consider wearing a surgical face mask; this is optional and you can use at your discretion. **Always keep 2 meter distance from customers.**



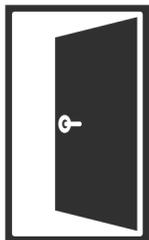
Repeat the safety questions

Check whether anyone has symptoms, or is shielding, and remind about social distancing



Take in the minimum equipment

No unnecessary bags, coats etc.



Ask the customer to open doors

If you need to enter other rooms so you don't have to touch anything



Spend the minimum time inside

And don't accept any food or drink

IMPORTANT: it's OK to abort

If you don't feel safe, i.e. the customer is not distancing, leave immediately

After the visit



Wipe down your tablet

Using antibacterial handwipes provided



Wash your hands thoroughly

As soon as you reach your home or the office