

Residents with a Care Package **Advice for Visitors' Access to Flats**

Scope

This advice is for those residents living on their own and require help from a private or Community Care Package. Residents living with partners might also find this information useful.

Summary

Depending on the extent of disability and type of care package, several groups of visitors might need access to a resident's flat. These include: carers and their supervisors, occupational therapy and physiotherapy staff, friends, family and neighbours, cleaners, porters and delivery staff.

1. The concierge should be informed and proposed plans should be discussed, preferably in advance, so suitable arrangements can be made for visitor parking on Kingsley Walk and access to the building.
2. It is the resident's responsibility to advise any visitors of the parking arrangements, and pre-arrange the permits, including out-of-hours visits.
3. If all the parking spaces are occupied, or the visitor does not have a permit, they should be advised to park off-site to avoid being fined.
4. For visitor access to the building - residents are recommended to use the Telguard system which can open the building door from inside the apartment using a mobile phone or landline.
5. For visitor access to the apartment - if the resident cannot open the door to their apartment, a lockbox can be attached to the door with a spare key, and the combination provided to visitors.
6. Spare keys to apartments can be left by arrangement with the concierge, but these may not be available immediately to visitors when the concierge staff are performing other duties, or outside concierge hours.

Community Care Package

A typical community care package from a hospital stay is up to 6 weeks, with up to 4 visits per day. This is usually arranged before discharge from hospital, as are any mobility aids required in the home.

A typical process would be as follows for a patient requiring a short-term care package:

1. Towards the end of the hospital stay, the patient is notified of the discharge date, and arrangements are made for a community care package and delivery of any required mobility aids to the home. If the concierge office has a key to the flat, then by arrangement with the porters, the mobility aids can be delivered to the flat before the resident returns.
2. The carers will need to be notified of the visitor parking arrangements, and how to get a visitor's pass from the concierge office, usually by arrangement with the Agency providing care staff
3. For access to the building, residents should enable the Telguard system so the exterior door can be opened from the flat using their mobile phone or landline.
4. For access to the flat, residents can fix a combination lockbox to their door and provide the carers and agency with the code: the pre-approved key safe is the Supra Kidde (Manufacturer reference 1017). Alternatively, during the first visit in the morning, the resident can provide a spare fob and key to the carer for the day, and then lock their door after the last visit.
5. Others might also need access to the resident's flat using the lockbox key. These include Agency supervisors to check on the carers and resident, occupational therapy visits to assess disability aids, physiotherapists, cleaners, friends, family and neighbours. The carers do not not do shopping, housework or cleaning, or anything to do with finance, unless by arrangement with the Agency
6. If supermarket deliveries are required, most supermarkets will deliver into the kitchen of the flat, if requested in the delivery instructions. Telguard access can be used to open the exterior door to the building, and the flat door has to be unlocked and opened for delivery into the flat. Tesco and other supermarkets will not deliver to the concierge office as it is classed as a business.

Note that fresh food including fruit and vegetables may not be left with the concierge.

