



Member Not at Home Policy

Purpose

As a provider of community-based services, we may at times arrive at a home to provide a service. If the Member is not at home, we want to do our best to ensure they are safe.

Scope

This policy applies to all contractors, members, families/whanau, nominated representatives and volunteers.

Objective

To provide clear guidance in response to arriving to provide a service to a member and they are not home.

Definition

NA.

Policy Statement

- When the Member is not home the contractor should:
 - try to contact the Member directly via mobile/preferred phone number
 - contact the next of kin or Authorised Representative to determine the whereabouts of the Member and establish if services are to be provided
 - wait for 15 minutes at the home for the Member to return/to establish the Member's whereabouts
 - notify the Care Manager
 - check-in and check-out to record the time spent waiting for the Member
 - record an explanatory note in the App, and
 - leave a message for the Member at their home.

- The Care Manager must:
 - continue to contact the Member and family to confirm the Member's

safety/reschedule service

- notify the Authorised Representative or next of kin if there is ongoing concern for the Member and no contact has been established
- ensure the Member is charged and the contractor is paid in accordance with the Terms and Conditions regarding cancellation of services without notice
- amend the Help Plan as required to ensure an effective visit schedule and service
- if there is ongoing concern contact the police,
- if necessary, suspend further services, and
- notify the contractor of the outcome and any changes to the service.