

	<b>Crisis Procedure</b> <b>Home Based Support Services</b>	<b>Procedure Number</b> <i>CHC-PSW-0004</i>	<b>Version Nos:</b> <b>2</b>
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## 1. Purpose

This Procedure is performed as a means of managing the safety of West Coast District Health Board (WCDHB) Social Work Department Home Based Support Services clients in their home situation and ensuring that appropriate action is taken in situations of risk to client safety or client health emergencies.

## 2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Home Based Support Staff.

## 3. Definitions

There are no definitions associated with this Procedure

## 4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- ensure they abide by the requirements of this Procedure

## 5. Resources Required

This Procedure requires no specific resources

## 6. Process

- 1.00 In situations where Home Based Support Worker discover a client who has had an accident in their home situation resulting in an injury to the client, they must first ring an ambulance and then contact their Supervising Fieldworker.
- 1.01 If a Home Based Support Worker discovers a client in an unwell state, they should contact their Supervising Fieldworker or the Provider Senior who will provide advise as to the necessary actions to take.
- 1.02 In situations where Home Based Support Staff are unable to access a client's home they should contact their Supervising Fieldworker or the Provider Senior who will provide advise as to the necessary actions to take.
- 1.03 Where Home Based Support Staff are involved in an accident or incident at a client's home or with any equipment they must report this to their Supervising Fieldworker or the Provider Senior as soon as practicable, and also complete a WCDHB Accident/Incident Report Form. (*See WCDHB Accident/Incident Reporting Procedure*)

## 7. Precautions And Considerations

- All Home Based Support Workers must ensure they act with in the scope of their practice definition when following this Procedure.

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There are no references associated with this Procedure.

## 9. Related Documents

WCDHB – Staff Accident/Incident Reporting Procedure

<b>Revision History</b>	<b>Version:</b>	2
	<b>Developed By:</b>	Supervising Social Worker
	<b>Authorised By:</b>	Supervising Social Worker
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