

Policy Statement

At TruComfort Homecare we are committed to the personal safety and well-being of every member of our team. We believe that all staff should be able to work in a secure environment without unnecessary risk. This policy outlines the measures we take to ensure staff safety at work, during travel and when supporting service users in the community.

We also promote shared responsibility—encouraging our staff, service users and visitors to be mindful of the safety of others, as well as the security of personal belongings and company property.

Organisational Responsibilities

TruComfort Homecare will:

- Plan for and respond promptly to any safety-related incidents, including those involving threats or violence.
- Factor in staff safety when creating individual care plans—especially for visits during dark hours or to high-risk areas.
- Investigate all reported safety concerns or incidents and take follow-up action.
- Provide training and guidance on safety and personal security for both staff and service users.

Staff Responsibilities

We expect all team members to:

1. Prioritise their personal safety at all times.
2. Promote safety and security for the service users and their environment.
3. Report any incidents involving violence, threats, or suspicious activity.
4. Keep the office informed of their whereabouts and notify them of any changes.
5. Log in and out at every service user visit for tracking purposes.
6. Avoid leaving valuables visible in vehicles and secure necessary equipment in the boot.
7. Park in well lit areas and choose safe populated walking routes whenever possible.

We recommend all care staff carry a fully charged mobile phone and ensure the office has the correct contact number for emergencies.

Office Safety Measures

To ensure a secure workplace especially for those working alone our Office Manager will conduct monthly checks covering:

- Alarm systems

- Security lighting
- Door and window locks

Additional safety guidelines include:

- Know who is in the building at all times.
- Use main entrances and key-coded internal doors; keep entry codes confidential.
- Visitors must sign in, read the safety guide and sign out upon leaving.
- Staff working alone should verify a visitor's identity before granting access. If unsure, they should not allow entry.

Note: TruComfort Homecare enforces a strict **zero-tolerance policy** towards any aggression or violence against staff.

Training and Support

- All staff receive training on identifying early signs of aggression and de-escalating potentially violent situations.
- Line managers and office staff are trained to respond appropriately to any safety complaints raised by care workers.
- Training on dealing with aggressive or challenging service users is part of the new staff induction.
- Annual in-house training sessions are mandatory for relevant staff and include emergency response protocols.