



Home Visit Policy

This policy should be read in conjunction with:

Accessibility Policy
Chaperone Policy
Health and Safety Policy
Significant, Critical Event Policy
Zero Tolerance Policy
Travel and Off Site Visit Policy

Principles

EPIC Solutions recognise that for some clients they have difficulties which make attendance at Glen House challenging. In these situations, EPIC Solutions will consider using alternative settings that may be more acceptable or accessible to the client and therefore more conducive to a productive assessment or therapeutic session. This might be an education setting, a home or other unregulated environment.

EPIC Solutions encourage associates to explore alternative settings if potentially helpful or necessary but there is no expectation on them to have to work outside of Glen House. If they do not feel comfortable doing so this will be respected by the Directors/Managers.

Any proposed visit to a home or other unregulated environment must undergo a risk assessment (see below) and be agreed by the EPIC Solutions Directors.

The reasons for a home visit should be clearly documented on cliniko. It should also be clear in any clinical notes when an assessment/session is undertaken outside of Glen House.

Any associate undertaking a home visit is expected to discontinue the visit if it feels unproductive, uncomfortable or unsafe. The significant critical event reporting policy should be used if needed.

EPIC personal identification badges should always be carried.

Consideration	Comment	Agreed/accepted risk
Is there a clear and legitimate reason for a home visit or other unregulated environment?		
Is the client/family already known to you or another member of the EPIC team?		
Are there any identified risks to the associate from the client/family?		
Have the reasons for the visit and any identified risks been discussed with an EPIC Solutions Director/Manager?		



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Has the safety of the housing area and time of planned visit been considered?		
Will the associate have ready availability of a mobile phone throughout the visit?		

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Karen Street	February 2021	March 2023	March 2026