

No Response Checklist

If you get no access to or contact with the service user at a planned or agreed visit you should immediately carry out the following checks as a minimum.

Task:	Responsible	Checked?
Ensure you are at the correct address	Visiting member of staff	
Check the agreed day and time of the appointment	Visiting member of staff	
Give the person time to come to the door	Visiting member of staff	
Knock again loudly	Visiting member of staff	
Telephone the person.	Visiting member of staff	
Look through doors, letterbox, windows	Visiting member of staff	
Check for signs the person is up and about, curtains drawn, milk outside etc	Visiting member of staff	
Walk around the property if possible, to gain access. (Always maintaining awareness of personal safety)	Visiting member of staff	
Make enquiries with the Independent Living Manager (If in a sheltered housing / independent living accommodation)	Visiting member of staff	
Check with any neighbours (without sharing any personal information).	Visiting member of staff	
Telephone Central Control (If on Carelink)	Visiting member of staff	
Check CareDirector for involvement/ next of kin/ emergency contact/ lives alone/ alerts/ care plan for regular activities e.g. day services	Office / Manager / Out of Hours	
Telephone any other contact numbers e.g. relatives and family.	Office / Manager / Out of Hours	
Telephone any other agency involved in the person's care e.g. District Nurse, GP or domiciliary care agency if there is one	Office / Manager / Out of Hours	
Escalation Protocol	Office / Manager / Out of Hours	