

PROCESS FOR CLIENT ABSENCES

PURPOSE

Procedures in the event that client is not at the specified address and cannot be contacted by phone.

1. If Nurse arrives to commence work and is unable to access the house she **MUST**:
 - Check correct entrance for access.
 - Knock loudly on door calling clients name in case patient asleep or hard of hearing.
 - Call house phone again **whilst at house**.
 - Call Mobile Phone if number available, send text message.
 - Check with staff (if at retirement village) to check whereabouts or if they have access ability.
 - Check with neighbours.
 - Leave note on door to advise of missed call.
 - If a first visit check address is correct with TCHS Office or referral information
 - Request Admin to call Referrer to check details

2. If a vulnerable client due to age or medical condition and their absence would raise concerns as to the possibility of them being in a collapsed state or in need of assistance
 - Check - does the house appear closed up / can they see through windows close to the usual entry, any signs of concern and ensuring they **maintain their own safety** can they access the rear of the property to knock on a back door.
 - If they **can see any issue of concern** (i.e. client unresponsive on floor) but unable to access property – Call Ambulance and Next of Kin
 - Notify office of issue and delay once emergency services called.
 - Remain at the property until emergency services arrive. Handover to emergency services officers then depart once handover complete.
 - Complete Incident form
 - They must then enter a note into '**Nursing Intervention**' with actions taken and conversations undertaken.
 - Complete **Nursing Exception Report**

3. If no issues sighted of concern advise office **from the house**. Further clinical decisions as to next visit then made **i.e. the next day**.
 - Double check office haven't been notified of client away / in hospital / correct address / alternative instructions not yet noted (e.g. nurses to open door and enter house)
 - If nurse working on weekend, advise Senior Clinical On Call Nurse who will liaise with Office Administrator who will check clinical notes and advise if any clinical concerns re visiting following day.

PROCESS FOR CLIENT ABSENCES

- Further efforts to contact NOK and or emergency contacts must be made.
 - They must then enter a note into '**Clinical Notes**' with actions taken and conversations undertaken.
 - Nurses' computer update **must advise reason** for client not being seen.
 - Nurses must phone office and complete **Nursing Exception Report**.
4. Office staff will continue to try and make contact with client by:
- Phoning Hospitals
 - Checking visit details
 - Calling clients phone (check validity against referral)
 - Checking with GP if seen or alternate contact numbers.
 - They must speak to CNL/CNC, Admin Manager, CNM or Business Manager (in order of priority) to notify of situation and for escalation to Police for welfare check if required.
5. If Client is located nurse may be asked to return to see them.
6. If client does not want to see a nurse that day then they are to be put in for visit the following day (Any variation to this must be approved by CNL /CNC or CNM)
7. Office staff will enter a visit note into database of situation & actions undertaken.