Procedure · HC-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 29.3

At a glance

- A client can ask for a different caregiver at any time, without giving a reason (HC-FRM-002).
- The request is answered within the set time, and it is not treated as a complaint about care quality.
- The client keeps their care while the change is arranged.
- The outcome is recorded.
- Stop and get help straight away if: a client asks for a change and is told no.

1. Purpose

To make sure clients can change caregiver through a respectful process (29.3).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A client may not get on with a caregiver, and a relationship that is not working can harm the care. The client should be able to ask for a different caregiver without a fight.

5. Responsibilities

Role	Responsibility	Competence
Home care service lead	Owns the request process	Clinician or manager
Care coordinator	Receives and answers each request	Staff

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Receive.

- Receive the request and record it on HC-FRM-002.

Key point: Received.

Step 2. Respond.

- Answer within the set time and arrange the change where the client asks.

Key point: Responded.

Step 3. Record.

- Record the outcome and keep the client’s care in place until the change.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Requests answered within the set time	100%	Monthly	Home care service lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
HC-FRM-002	Caregiver replacement request record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Global strategy and action plan on ageing and health 2016-2030, WHO Integrated care for older people (ICOPE) guidelines (2017), and WHO guidance on migrant health.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Client Rights & Dignity in the Home Setting** (HC-01)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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