Procedure · HC-SOP-009 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 29.31

At a glance

- Each client with a single caregiver has a coverage plan for when that caregiver is unavailable (HC-PLN-001).
- A named alternative is set for each client.
- The client and family are told the alternative before the gap.
- The plan is tested on each change of caregiver.
- Stop and get help straight away if: a client is left without any care for two days when the only caregiver is sick.

1. Purpose

To make sure no client is left without care when their only caregiver is absent (29.31).

2. Scope

Applies to	Clinical and support staff in the home care service
Locations	All client homes and the service’s offices
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 16

3. Definitions

Term	Meaning
Solo-caregiver client	A client who is served by one caregiver only.
Named alternative	The caregiver named to cover the client when their only caregiver is absent.

Coverage plan	The written plan (HC-PLN-001) that names the alternative caregiver for each solo-caregiver client.
Care coordinator	The staff member who arranges the named alternative.
Client	A person who receives care from the home care service.
Duty clinical lead	The clinical lead on duty at the time, who receives serious problems first.
Escalation	Passing a serious problem at once to the duty clinical lead, and to the clinical director the same day.

4. Background

A client served by one caregiver who falls sick or goes on leave is left with no care. A written cover plan keeps the client safe in the absence.

5. Responsibilities

Role	Responsibility	Competence
Home care service lead	Owns the coverage plan	Clinician or manager
Care coordinator	Arranges the named alternative	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 client 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. Plan cover.

- Name the alternative caregiver for each solo client on HC-PLN-001.

Key point: Planned.

Step 2. Inform.

- Tell the client and family the alternative before any gap.

Key point: Informed.

Step 3. Test.

- Test the plan on each change of caregiver.

Key point: Tested.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps.

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

Solo-caregiver clients with a named alternative	100%	Quarterly	Home care service lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Client record or the area file	the period set by the facility’s records policy (in 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-PLN-001	Solo caregiver coverage plan	Plan
MOB-REG-002	Coverage review register (existing, reused)	Register

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	—	Initial release	Approved by the ASF Expert Committee

E-learning for this document

- **Governance & Staffing for Home-Based Care** (HC-07)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 29. (E-009)

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