64921 - Footwear Requirements and Policies

Request for information in relation to footwear worn by staff providing home support/care services within service users' homes:

1. Footwear Policies and Requirements.

Please provide copies of any current policies, procedures, guidance, instructions or risk assessments which set out the requirements for footwear worn by home support workers when entering or working within service users' homes.

In particular , I would like to know:

What type of footwear staff are required or permitted to wear inside service users' homes

Staff are required to wear safe, sturdy, and appropriate footwear while carrying out their duties.

Whether staff are required to remove outdoor footwear before entering or while working inside a service user's home.

Staff are not required to remove their footwear within a service user's home.

Whether staff are permitted to wear shoe covers, overshoes or indoor footwear instead.

If required, staff would use protective shoe coverings provided only by the service.

Whether there are any specific requirements regarding the cleanliness, condition or type of footwear worn by staff.

Staff are instructed to maintain cleanliness and respect service user's homes while carrying out their duties.

Whether the requirements differ depending on the type of support being provided or the circumstances of the service user.

No

Whether staff are provided with any specific footwear, overshoes or other protective equipment for use in service users' homes.

Staff can be provided with overshoes if required.

2. Complaints Claims and Incidents relating to Footwear

Please provide any available statistics for the last five years relating to complaints, claims, incidents or reports made to Edinburgh City Council concerning footwear worn by home support workers causing or allegedly causing:

Dirt, mud or other contamination to be brought onto a service user's home;

Staining or damage to carpets, flooring or other household surfaces;

Cleaning costs or other property damage;

Any other complaint or claim relating to staff footwear being worn inside a service user's home.

For each year, please provide the number of complaints/claims/incidents recorded and, where available, the outcome of those complaints and any compensation or costs paid.

We do not hold information on Reablement Service beyond 6 months as this is a new service - no complaints have been received within last 6 months.

No complaints received within LD services.

3. Relevant Guidance/Training

Please also provide any guidance or training materials issued to home support workers regarding maintaining cleanliness within service users' homes, including any specific instructions concerning outdoor footwear, removing footwear, changing footwear or using overshoes/covers.

Staff are instructed to maintain cleanliness and respect service user’s homes while carrying out their duties. Staff are provided with appropriate protective shoe coverings for use when required, in accordance with the service's dynamic risk assessment.