



Key Safe Guide

V1.1


Document	Key Safe Guide
Purpose	The purpose is to provide users with a step by step guide on how to view and record a person's key safe number.
Version	V1.1
Owner	ICT Business Transformation Team / Adults System Support
Last Updated	23/05/2023

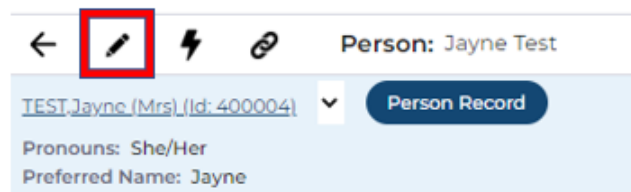
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Key Safe Guide

Viewing Key Safe and Access Information

1. Search for person using the person search icon  in the top right section
2. Once in the person record, click on the edit button icon



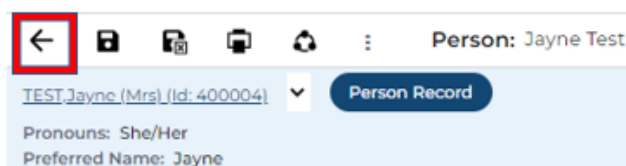
3. Scroll down to the **Access Information** section – you will see both **Property Key Safe** and **Access Instructions** – This is where you can view the key safe number and any access instructions (if applicable).

Access Information


Property Key Safe

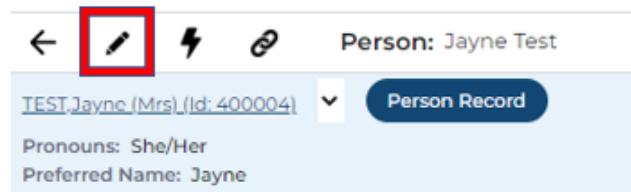
Access Instructions

4. When viewing the key safe details, there is no need to save – Just use the back button as per below.



Recording Key Safe and Access Information

1. Search for person using the person search icon  in the top right section
2. Once in the person record, click on the edit button icon



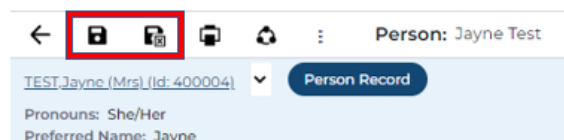
3. Scroll down to the **Access Information** section – you will see both **Property Key Safe** and **Access Instructions** – This is where you can input both the **Key Safe** number and any access instructions (if applicable).

Access Information

Property Key Safe

Access Instructions

4. Once you have recorded the key safe details, to save details, click the save/save & exit icon.



Key safe Process - New packages of care

1. Key safe number and access information recorded on Caredirector as per above steps. The key safe number should only be recorded in this field and **not be entered onto the ISP or C&SP.**
2. When ISP/ C&SP is created the request to share the key safe number with the provider should be noted by the practitioner in the office use only section.

What information needs to be sent out?

Date Requested

3. When provider is sourced the ISP/ C&SP is sent to the provider with the key safe number in the body of the encrypted e-mail (using Cryptshare).
4. If the provider does not receive the key safe information they must contact the team for this, if it is out of hours, contact must be made with Social Care Direct.

Version Control

Version	Change	Author	Date
V1	First version created	PK	17/04/2023
V1.1	Added in 'Key safe Process - New packages of care' section.	PK	23/05/2023