



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Escorting Individuals in the Community Policy

April Complete Care Solutions Ltd

14 Hendre Road,
Pencoed, Bridgend
CF35 5NW

Telephone 01656 863963

Fax 01656 865373

Issued – 11.11.16

1. Introduction

1.1 Individuals of April, living in the community, should be encouraged to use public transport wherever possible. Staff should be aware that Business Insurance is required for staff using their cars to transport individuals

2. Aims and Objectives

2.1 The policy describes the strategies to be considered and applied in order to ensure best practice and safety whilst escorting or accompanying Individuals on transportation.

3. Roles and Responsibilities

The Registered Manager has overall responsibility to have processes in place to:

- Ensure that staff are aware of this policy and adhere to its requirements.
- Ensure that appropriate resources exist to meet the requirements of the policy.

All staff are responsible for ensuring the policy and guidance is understood and adhered to when transporting individuals.

4. Definitions

Escort: – A Nurse or Health Care Assistant identified to accompany a Individual. The escort may be a qualified Nurse or unqualified (HCA) as identified through the planning and risk assessment process.

Escorted activity – Any activity where the Individual needs to be accompanied for their own protection, safety or welfare or for the safety and protection of others.

Accompany - to go along or in company with as an equal.

5. Situations where the need to Transport and Escort Individuals may arise

Staff may be required to transport and escort Individuals in relation to several scenarios:

- Medical appointments
- Planned activities outside their home environment

6. Guidance for Transporting Individuals

Planning for Transportation of Individuals and/or carers

When planning for an escort consider the following -

Risk Assessment

Individuals must have an up to date Risk Assessment in place. The risk assessment will cover fitness to travel, appropriate mode of transport. This information will be incorporated in the Individuals care plan. The outcome of the risk assessment will determine mode of

transport. Where possible Individuals should be encouraged and supported to use public transport.

However, it may be necessary to use other modes of transport for example, ambulance, taxi, etc.

Individuals must be kept fully informed of any decisions taken with regard to the mode of transport.

It is advised that other modes of transport should be considered if an Individual is:-

- Objectively acutely unwell or behaviorally disturbed
- Presents current risk of violence/self harm
- Causes the staff, any concerns regarding the journey

Based on the above, staff members should consider whether it is safe for the Individual to have:

- direct access to doors or windows in the car
- direct access to the driver.

Specific risks associated with transport should also be considered:

- the effect of being in a confined space,
- having to wear a seat belt
- or the likelihood of a Individual exhibiting inappropriate behavior towards other road users etc.

Where the risks are identified as high, other modes of transport may be necessary.

7. Escort

Following a risk assessment, it may be deemed necessary for an Individual to have two or more members of staff to accompany the Individual.

Consideration should be given to the following:

- How many staff should escort and what skills the staff will require? Cultural and gender issues should be respected and considered.
- Will any aspect of the escort process cause the patient to be unlawfully deprived of their liberty?
- When escorting children/ young people consent to the escort or outing will have to be obtained from the parent or guardian.

8. Journey

The length of the journey may provide difficulties. The following should be considered:-

- Will a direct journey be appropriate or should stops for drinks, meals, exercise, medication etc be planned into the journey.

9. Other Safety Measures

When carrying out work related duties, the Company's No Smoking policy will be upheld in the presence of the Individual, any Carer or other member of the public.

10. Transporting Individuals in Staff Cars.

It is acknowledged in this policy that staff should avoid using their private vehicles to transport Individuals wherever possible. However, it is recognised that at times this may be necessary. On these occasions the following steps/guidelines should be followed.

- In relation to Individuals the criteria laid out in sections 7, 8, 9 and 10 of this policy must be satisfied.
- Car/vehicle used must be in a roadworthy condition and have up to date tax and MOT. A copy of this must remain on individual staff's personnel file and updated at renewal.
- Insurance appropriate to situation must be in place. (Please check with Individual insurers as standard business insurance does not always cover this activity). A copy of the insurance schedule is to be kept in individual staff's personnel file and updated on renewal.

11. Incidents/Accidents

Any incident/accident that occurs during the transportation or escorting of an Individual or Carer must be reported in the usual way according to the Company's Incident/Accident Reporting Policy.

12. Equality Statement

The Company is committed in having a service that is people driven and best of class and ensuring that we have systems and processes in place, which meet the needs of its individuals and staff.

All staff will ensure that all individuals are treated equally and fairly and that no individual will be judged or treated differently with regard to their ethnicity, gender, religious or belief system, disability, sexual orientation or their age.

13. Implementation and Monitoring

All staff should be made aware of the requirements of this policy and guidance associated policies, procedures and guidance by the Registered Manager.

The policy & guidance will be readily available to Staff and Individuals.

Where staff are transporting Individuals in their private vehicles, the Registered Manager should be aware of this, have agreed in writing and ensured that the requirements stated in this policy are upheld.

14. Safeguarding of Vulnerable adults/children when out in the community

Staff are not permitted to take clients to their own home when completing a social call or taking clients out into the community. Care staff to carry out mini risk assessment of the area they are intending to take the client. (i.e is there access to suitable toilets, paving)

Under no circumstances is the staff member to leave clients alone. Staff must have full visual contact of the client at all times.