



Accompanying service users on holidays and overnight stays
Policy and Procedure

Notice to employees using a paper copy of this policy
The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

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Contents

Subject	Page Number
Introduction	4
Purpose	4
Scope	4
Responsibilities	4
Procedure	5
Whilst on Holiday	6
Staff Selection	6
Safety and security	7
Training	8
Appendix 1- checklist	9

Introduction

Libertatem Healthcare recognise that as part of their rehabilitation some of our service users may wish to visit family and friends or enjoy a break from their regular routine and home environment. Many of our clients are unable to travel on their own and would only be able to do so if they were accompanied by a support worker.

While some people prefer to stay at home and avoid social contact, it is commonly accepted that the benefits of an active social life for service users will include:

- improved general health and wellbeing
- slower decline in physical and mental capacities
- greater self-esteem and satisfaction with life.

Holidays and trips allow our service users the chance to experience new things, meet new people and do things they enjoy. While some service users will enjoy accessing organised holidays through companies or charities that specialise in breaks for disabled people, or join in group holidays, others may prefer to organise trips independently.

Purpose

The aim of the policy is to offer clear guidance and support to all parties to enable support workers to accompany service users on holiday and that it is planned safely and appropriately ensuring that the needs of all parties are met and safeguarded.

Scope

The policy applies to all staff who are involved in planning client holidays and support workers undertaking holidays

Responsibilities

Directors

The Directors of Libertatem Healthcare group will ensure that all staff adhere to the policy and follow procedures to ensure that the proposed holidays are safe for all to undertake. They will support and guide staff to ensure that all required information is gathered and that all processes are followed and information provided to all parties as necessary.

Case Manager

The case manager representing the client will provide Libertatem Healthcare Group with as much notice as possible of intended holidays and provide detailed information about the intended holiday and the support required.

The case manager will ensure that all appropriate accommodation details, emergency and local contacts are provided to Libertatem Healthcare and a full and complete itinerary is provided. They will ensure that all appropriate travel arrangements and insurances are in place.

Regional Clinical Lead

Where the service user has clinical needs the regional clinical lead will ensure that the care and support plan is up to date and that the accompanying support workers have received full training and delegation for each clinical task undertaken. They will support the case manager to ensure that all clinical equipment required is documented so that this can be delivered to the chosen hotel/ property or taken with the client.

Care coordinators

The care coordinators will liaise with the case manager and the support workers to ensure that adequate staffing is provided for the duration of the holiday, ensuring rest periods are taken into account. They will ensure that staff selected have the appropriate skills, training and availability to undertake the holiday. They will ensure that the directors are fully informed of all proposed plans prior to the holiday so all information can be checked and agreed by all parties.

Support workers

The support workers will ensure that they are familiar with all the individuals' plans of care and support, risk assessments and emergency plans prior to departure. They will ensure that all their training is fully complete and up to date, this may require undertaking additional training for example risk assessment and care and support planning to enable consideration of risk to be documented and managed in resort.

They will ensure that they are in good health and will declare any health issues to the Care coordinator so that any issues can be addressed. They will ensure that they have an EHIC card where appropriate.

They will ensure that they remain vigilant and alert when away and remain in contact with the office as required for further support and information.

They will complete full and detailed logs each day.

Procedure

Libertatem Healthcare Group will need to know and have record of the following information:-

- the destination, including the address and the names and contact details of anybody with whom the party will stay
- the itinerary and travel or flight details
- information about other people present on the holiday
- costs and funding arrangements
- arrangements regarding any medication and how this will be managed; this should include arrangements for injections, if required, and may depend on the country visited so arrangements should be made well in advance in consultation with the GP
- the service user plan of care and how this will be managed on holiday, including any aspects of personal care
- manual handling risk assessments and how these will be applied

- any particular arrangements for equipment such as hoists and wheelchairs
- any special dietary requirements
- staffing levels calculated with reference to working shift patterns, levels of dependency, health and safety and working time requirements
- information about the country/area of destination relating to hospitals and medical cover
- insurance details
- travel vaccinations if travelling abroad
- if travelling in continental Europe, European health insurance cards (EHICs) for every member of the party
- an emergency plan including arrangements for emergency medical cover if required.

Whilst on holiday

On beach and “sunshine” holidays, staff should ensure that people in their care and themselves are adequately protected against sunburn.

Extra vigilance is required for water activities. Staff supervising a service user in the water should be sufficiently experienced and have appropriate water safety training. While assisting vulnerable adults in any water activity at the beach, staff should remain in the water with them and ensure that no individual is left unsupervised. Such activities should only take place on safe beaches where lifeguard supervision and safety equipment are available.

Individual service users should never be left unsupervised while using a private swimming pool, jacuzzi or hydrotherapy pool.

Records should be maintained of all financial transactions and submitted to the appropriate case manager on completion of the holiday or activity.

Staff should not drink alcohol while on duty accompanying people on holidays and trips. They should have appropriate rest periods as discussed at planning stage.

Staff are expected to behave in a responsible, professional manner at all times while acting as an escort. Any staff member who does anything that could bring the Libertatem Healthcare Group into disrepute or endanger people in their care will be subject to appropriate disciplinary procedures.

All staff should have a mobile phone containing the contact number of the emergency contacts and Libertatem Healthcare and the case manager as deemed appropriate. Care should be taken that the phone can be used in the country of destination if taken abroad.

Staff selection

Most staff should be able to accompany service users on day trips or visits with suitable flexibility on staff rotas. However, not all staff will be agreeable to overnight stays or holidays.

Consideration to gender may be required, especially where personal care is involved, and service users should also be given a choice about who accompanies them on holiday.

Accompanying a service user outside of their home does not take any particular skills above and beyond those that a care worker should possess, but patience and understanding will be needed, particularly if anything goes wrong. Staff will need to keep a cool head and be able to think on their feet. The independence and freedom of choice of the service user should be respected at all times and this might require negotiation and sensitivity, particularly if the service user's wishes might expose the party to risk. This risk should be considered, discussed and managed locally and the office contacted if required for additional support and guidance.

Safety and security

The Health and Safety at Work, etc. Act 1974 requires Libertatem Healthcare Group as the employer to be responsible for the health, safety and welfare at work of its employees all the time they are involved in the work of the employer. Employees are also under a duty to ensure, so far as is reasonably practicable, the health and safety of anyone who may be affected by their activities. This includes staff involved in supporting outings and holidays.

Many support workers accompanying a service user on an outing or a simple holiday will do so alone. Such lone working can bring with it an element of risk. Staff working alone in potentially isolated conditions have no immediate backup or support and so are at a greater general risk, including injury through an accident or illness or as a result of aggression or violence directed towards them.

Lone workers should not be at more risk than other employees. This may require extra risk-control measures to be put into place, such as additional supervision, protective equipment, better means of communication (e.g. mobile phones), or means of raising the alarm in case of emergencies.

Libertatem Healthcare Group will take steps to ensure that all lone working is properly assessed for risk, including accompanied outings and holidays. This will include checking the adequacy of control measures used and review the risk assessment

Considerations should include:

- safety and security on the holiday
- the appropriateness and safety of accommodation arrangements
- the appropriateness and safety of travel arrangements
- financial arrangements and risks
- communication and supervision
- emergency protocols.

It is essential that staff are trained to know what to do in an emergency and that there is a clear protocol in place

The emergency plan should consider:

- the process to send money to the holiday destination
- back-up staff who are able to travel to the destination at short notice

- arrangements in the event that a member of staff must accompany a service user home, or to hospital, etc.
- How to contact Libertatem Healthcare Group for advice

Staff and service users on outings and holidays should take simple common-sense security precautions. They should try to keep to “safe” areas when on holiday and heed any government travel advice or restrictions. On foreign holidays they should:

- pack and label their own cases
- avoid carrying large amounts of cash
- avoid putting passports, money or traveller’s cheques in one place, such as a handbag or wallet
- beware pickpockets, muggers and mobile phone thieves
- keep hotel or accommodation doors locked
- keep medication in their prescription bottles or packets for customs checks
- be familiar with the local laws and customs
- use lighted streets to commute on foot.

Valuables should not be left lying around in the holiday accommodation where thieves can see them easily through windows. All support workers on escort duty should carry a mobile phone and arrangements should be made for them to periodically make “check-in” contact with the office.

Training

Support workers accompanying service users on holidays may be required to undertake additional training to help them appreciate and manage risk.

This training will be delivered via the E- Learning platform but can also be supplemented and supported by the clinical team as required.

Appendix 1 Accompanying Service Users on holidays

Information checklist

Client:	Proposed dates of travel:	
	Date out:	
	Date return:	
Case Manager name and contact details:		
Intended Destination (country and address of proposed accommodation including contact telephone numbers)		
Details of travel (including flight times and numbers, taxi's booked, train travel etc)	Outward journey	
	Return journey	
Details of insurance		
Numbers of staff required and agreed		
Staff Selected : Detail below		
Name:	All Training in date and fully complete?	Yes/ No
Any additional training required? Yes/No	Details:-	
Additional Training Assigned? Yes/ No	Completed date:-	
Any Health problems to declare? Yes/ No	Details:	
Any Dietary Requirements?		
Name:	All Training in date and fully complete?	Yes/ No
Any additional training required? Yes/No	Details:-	
Additional Training Assigned? Yes/ No	Completed date:-	
Any Health problems to declare? Yes/ No	Details:	
Any Dietary Requirements?		
Name:	All Training in date and fully complete?	Yes/ No
Any additional training required? Yes/No	Details:-	
Additional Training Assigned? Yes/ No	Completed date:-	
Any Health problems to declare? Yes/ No	Details:	

Any Dietary Requirements?		
Are any additions required to care and support plan for the duration of the trip?	Yes/ No	Date plan updated:- (If required)
Are any additions or adjustments required to moving and handling risk assessment?	Yes/ No	Date plan updated:- (If required)
Is any equipment needed to be taken or arranged for the accommodation? Please detail below:-		
Are Medications required to be taken	Yes/ No	Self-administer/ Staff administer Highlight as appropriate
Please detail any information below (e.g. medical letters needed/ EMAR being taken)		
Please detail below any additional information: (For example: information about the country/area of destination relating to hospitals and medical cover, how finances will be managed)		
EMERGENCY PLAN		
Libertatem Healthcare Group Contact 24/7	(+44) 0118 973006 (in out of hours period press 1 for clinical nurse; 2 for operations team)	
Case Manager Contact Details:		
Local Hospital/ Doctor details		
How to contact Emergency Services locally		
Back up staff to travel at short notice		
Record keeping		
Will the support worker be able to submit timesheet or does office need to undertake?	Support worker	Office
	Please highlight appropriate option	
Will daily records be submitted whilst away electronically or written in paper format?	Electronic	Written
	Please highlight appropriate option	
Local risk assessments will be undertaken by	Name:	Blank documents provided
		Yes No

Form completed by	Print:	Signature:
Date:		
Checked and agreed by Director:		
Date:		