

D02c

## Escort and transport guidance for staff

This document is provided to Crossroads Care Hertfordshire North (now referred to as ‘the organisation’) as a Network Partner of Carers Trust.

### Table of Contents

SCOPE .....	1
PLANNING FOR SOCIAL OUTINGS.....	2
DRIVING PRACTICALITIES .....	2
Driving licence and experience .....	2
Points on driving licence.....	2
Tax and MOT .....	3
Insurance .....	3
Seat belts and safety restraints .....	3
Visual checks .....	3
Highway Code.....	4
Parking.....	4
Leaving a person with care needs unattended.....	4
Weather conditions.....	4
Smoking and use of mobile phones .....	4
TRANSPORTING OXYGEN .....	5
STAFF TRAVELLING AS PASSENGERS IN SERVICE USERS’ VEHICLES.....	5
ROAD TRAFFIC ACCIDENT (RTA).....	5
REPORTING.....	6
LEARNING AND DEVELOPMENT .....	6
ACCEPTANCE .....	6
APPENDIX 1 Definition of ‘social outing’.....	6
APPENDIX 2 Visual inspection of vehicles .....	7
APPENDIX 3 Transporting oxygen .....	8

### 1.0 SCOPE

1.1 This guidance applies to adults, children and young people with care needs. Its aim is to make sure they are kept safe when you take them on social outings, including in both private vehicles and on public transport. For a definition of ‘social outing’ see Appendix 1.

1.2 'Service user' refers to a person of any age with care needs **and** their parent or carer.

## 2.0 PLANNING FOR SOCIAL OUTINGS

2.1 You can only take a person with care needs on a social outing if a care planner / assessor has agreed to it and the details are written in the person's care and support plan. You are not allowed to take any other adults, children or pets with you without specific agreement.

2.2 If you find yourself in an emergency situation where you need to transport a person with care needs but it isn't in their care and support plan, contact your line manager / person on call to discuss what you should do. Follow their advice and make a record of what happened.

2.3 The care and support plan will give details of the support the person with care needs may require when they are on a trip out with you. This could include, for example:

- helping them with medication or mobility
- handling behaviour issues that may arise.

2.4 Special requirements will be in place for social outings if the person with care needs has a Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decision in place. The care planner / assessor will inform you of the requirements and details will be recorded in the person's care and support plan.

2.5 The care planner / assessor may agree to the person's parent or carer going with them on a social outing and you will be given all the information you need before the trip takes place.

## 3.0 DRIVING PRACTICALITIES

3.1 You may be asked to transport service users in:

- your own vehicle
- a vehicle belonging to a service user, family member or other
- a vehicle belonging to your organisation
- a hire vehicle.

You are not obliged to agree to this – speak to your line manager if you have any concerns.

### 3.2 Driving licence and experience

3.2.1 You must have a valid driving licence, suitable for the class of vehicle you will be driving.

3.2.2 You will normally be required to have one year of driving experience before you are allowed to carry service users as passengers for the organisation. However, in some circumstances your line manager may agree to carry out a risk assessment to decide whether this can be safely reduced.

3.2.3 If you are asked to drive a vehicle other than your own (for example, one owned by a service user, the organisation or a hire company), you will be given any instructions you need about driving it (for example how to operate safety devices) and have a chance to familiarise yourself with it before carrying passengers.

### 3.3 Points on driving licence

3.3.1 Your line manager needs to know if you have points on your licence and, if so, how many.

- You cannot transport service users if you have **more than 6 points** on your licence.
- Inform your line manager straight away if you get any more points.

### **3.4 Tax and MOT**

#### **3.4.1 Make sure your own vehicle:**

- is road taxed
- has a current MOT certificate (if it is over 3 years old).

### **3.5 Insurance**

#### **3.5.1 Make sure you are insured for business use (for example 'health and social care') on the car you drive.**

#### **3.5.2 If you are asked to drive a vehicle other than your own (see 3.1 above), your line manager will make sure:**

- it is insured for business use and has a current MOT certificate
- you are named as an authorised driver, or
- if the policy is on an 'any driver' basis, you meet any restrictions (for example, age or point requirements) specified on the policy.

### **3.6 Seat belts and safety restraints**

#### **3.6.1 You are not allowed to carry anyone as a passenger in the vehicle you are driving if they refuse or are not able to use the appropriate safety restraint / wear a seat belt.**

#### **3.6.2 Safety restraints appropriate to the age / size of any child or young person being transported (for example car seats, booster seats, safety belts) must be available and used at all times when transporting them.**

#### **3.6.3 The care planner / assessor will find out whether the person with care needs is able to use the necessary safety restraint / wear a seat belt and has agreed to do so. They will let you know if you need to remind them or help them put it on. Details will be in their care and support plan.**

#### **3.6.4 If the person with care needs lacks mental capacity to decide whether to use the safety restraint / wear a seat belt or how to put it on, the care planner / assessor will assess this and let you know how to handle it. Details will be in their care and support plan.**

#### **3.6.5 If a person with care needs refuses to use the appropriate safety restraint or to wear a seat belt, and you have not been told in advance what to do about it:**

- do not go ahead with the journey
- contact your line manager / the person on call and follow their advice.

### **3.7 Visual checks**

#### **3.7.1 Make sure all doors, harnesses / safety straps / wheelchair clamps / specialist seats are securely fitted and fastened before starting a journey.**

#### **3.7.2 Routinely check the vehicle you are driving for accessible hazards before carrying service users as passengers in it. These could include:**

- medication
- sharp implements
- plastic bags.

Remove these from the vehicle or put them safely out of the reach of your passengers (for example in the boot of the car) so that they do not pose a risk when you are travelling.

3.7.3 When you are driving a vehicle that doesn't belong to you, make sure you have a good look at it before you start the journey (see Appendix 2).

- If you have any doubts about its roadworthiness, don't set off.
- If you notice anything that concerns you once the vehicle is started, stop driving.
- Report your concerns to your line manager / the person on call straight away.

### 3.8 Highway Code

3.8.1 Observe the Highway Code at all times, including driving within speed limits and taking into account adverse weather conditions.

### 3.9 Parking

3.9.1 If you get a parking ticket or a fine while you are driving as part of your job, you will be responsible for paying it, even if you are driving someone else's vehicle. If your passenger asks you to park illegally, politely decline. If in doubt, speak to your line manager / the person on call.

3.9.2 If your passenger holds a blue badge, you can use it to park in accordance with the local blue badge parking scheme. Make sure you know the rules and display the badge prominently in the vehicle when you park.

### 3.10 Leaving a person with care needs unattended

3.10.1 Do not leave a person aged 18 or over unattended in a vehicle, even briefly, unless you have been given written authorisation to do so by your line manager.

3.10.2 **Never**, under any circumstances, leave a child or young person aged 17 or under alone or unattended in a vehicle, even for a short time.

### 3.11 Weather conditions

3.11.1 Be prepared for the weather conditions you are driving in. Make sure you always carry a charged mobile phone and a functioning personal alarm.

3.11.2 Conditions that need special attention are:

- snow and ice (depending on local terrain, it might be advisable to carry a flash light, blankets, hot drinks and shovel)
- fog
- very hot weather (take a supply of liquids with you to avoid dehydration)
- heavy rain
- high winds.

3.11.3 In bad weather or when there is a [national weather warning](#) in place, your manager will make sure only essential journeys are made. You are not expected to put yourself or others at risk in severe weather conditions.

### 3.12 Smoking and use of mobile phones

3.12.1 You are not permitted to:

- smoke while at work, including when taking service users on social outings
- smoke in vehicles owned by the organisation or third parties (such as hire companies), including while commuting to and from work
- use mobile phones when driving, including when taking service users on social outings.

See operational health and safety guidance (F01c) for details.

### **3.13 Hand / leg injuries**

3.13.1 Incident reports have shown that some service users have been injured when car doors have shut on their hands, fingers or legs. Please check that their hands / legs are out of harm's way before shutting the vehicle door.

## **4.0 TRANSPORTING OXYGEN**

4.1 If you have to carry oxygen in a vehicle, your line manager will make sure the company insuring it has been informed.

4.2 Your line manager will make sure you:

- know the potential hazards involved in carrying oxygen
- have written instructions of what to do in an accident or emergency (see 6.3 below)
- are familiar with the safety rules that apply (see Appendix 3).

## **5.0 STAFF TRAVELLING AS PASSENGERS IN SERVICE USERS' VEHICLES**

5.1 In exceptional circumstances, the care planner / assessor may ask if you are willing to travel as a passenger in a vehicle driven by a service user. They will check:

- the roadworthiness of the vehicle, including current MOT, road tax and insurance
- the suitability of the proposed driver, including their current driving licence, any points on their licence, their driving history and medical fitness to drive as appropriate.

5.2 Before you set off on the journey:

- carry out a visual check of the vehicle (see Appendix 2)
- assess the person's fitness to drive safely on the day (for example how they present and their apparent state of health).

5.3 If you have any doubts about the roadworthiness of the vehicle or the service user's ability to drive safely, don't agree to travel with them and get in touch with your line manager / the person on call straight away to let them know the situation.

## **6.0 ROAD TRAFFIC ACCIDENT (RTA)**

6.1 If you are involved in an RTA while you are at work, if possible:

- make sure both yourself and your passenger/s are safe
- call 999 or 112 for the emergency support you need as soon as you can
- start any necessary first aid
- notify your line manager / the person on call
- write down the registration numbers of other vehicles involved
- obtain the names and addresses of the other drivers and their insurance details
- obtain the names and addresses of any witnesses
- try and assess the actual damage caused.

6.2 If you are carrying oxygen in your vehicle:

- evacuate the area, getting a safe distance from the vehicle, and safe as far as other traffic and hazards are concerned
- tell the emergency services the vehicle has oxygen on board
- do not use any cylinders that have been affected by the incident.

6.3 Depending on the circumstances, you may need to go to hospital with your passenger/s. Be ready to pass on key information about them, especially if they have problems communicating.

6.4 Be aware that any resulting insurance claim will be covered by your own insurance policy and NOT by your organisation's insurance.

## **7.0 REPORTING**

7.1 You have to report any accidents / incidents /near misses to your line manager / the person on call as soon as possible and you will be asked to fill in an incident form.

7.2 Some RTAs may need to be reported in person to the police within 24 hours of the incident occurring. Talk to your line manager about this.

## **8.0 LEARNING AND DEVELOPMENT**

8.1 You will find general learning and development requirements relevant to this guidance in the learning and development guidance (E13c).

## **9.0 ACCEPTANCE**

9.1 You are required to sign to indicate that you have received, read and understood the content of this guidance as directed by your line manager and on completion of training it is your personal responsibility to follow it. Failure to do so may result in disciplinary proceedings.

## **APPENDIX 1**

### **DEFINITION OF 'SOCIAL OUTING'**

A social outing is a trip out of the home for a person with care and support needs, accompanied by staff from the organisation, enabling them to take part in leisure and cultural activities either locally or further afield and to attend appointments (both medical and other).

Examples of social outings include, but are not limited to trips to:

- shops and supermarket
- restaurant / cafe
- library
- cinema
- leisure centre
- swimming pool
- sporting fixtures
- sport activities
- park
- activity centre
- day centre
- attractions such as garden centres and historic sites
- events such as coffee mornings, singing groups
- various appointments.

## APPENDIX 2 VISUAL CHECK OF VEHICLES

1. All road users must comply with the Highway Code, which includes requirements for vehicle checks. These are particularly important when you are carrying service users as passengers or driving / travelling in someone else's car, as an unsafe vehicle could put yourself and others at risk. For details please visit: <https://www.gov.uk/vehicle-maintenance-safety-security>.

2. In addition, check for the following before travelling:

- bald tyres or suspected flat tyres
- anything hanging down under the body of vehicle
- broken lights, indicators
- damaged or defective tailgates or doors
- front / back of vehicle significantly sloping up / down or lower left- or right-hand side etc.
- obvious signs that the vehicle is perhaps not being maintained as would be expected
- damaged or worn seat belt webbing
- lack of or damaged anchorage for wheelchairs.

3. Issues when driving the vehicle include:

- brakes
- handbrake
- faulty lights, indicators
- faulty windscreen wipers / washers.

4. If you have **any** concerns, do not continue the journey and to get in touch with your line manager or the person on call straight away.

### APPENDIX 3 TRANSPORTING OXYGEN

Transporting oxygen is classified as a specialised task and the following safety rules apply.

- Oxygen cylinders must be checked to ensure they are not leaking and their valves are closed when being transported.
- They must be carried in the carry bag provided by the supplier.
- They must be secured safely in the boot of the vehicle with suitable protection placed around them to prevent them from moving in transit.
- They must **not** be transported unsecured in the front or rear seats of a vehicle.
- When it is absolutely necessary to transport several oxygen cylinders, a suitable green safety box (sourced from the supplier) must be used to secure them.
- Only the minimum number of cylinders must be transported.
- Oxygen must never be used in a fuel station (for instance when refuelling a vehicle).
- Smoking is not allowed in any vehicle containing oxygen cylinders.
- Oxygen cylinders must not be stored or left unattended in a vehicle and must be removed as soon as possible.
- Adequate ventilation (fresh air) must be maintained by adjusting the vehicle ventilation system or opening a window to avoid oxygen enrichment when oxygen is being used.
- Pressurised canisters (for example hairsprays, deodorants, anti-freeze) or alcohol hand gels must not be used in the presence of oxygen to avoid risk of ignition.