

TRANSPORTING SERVICE USERS

1 INTRODUCTION

Dudley Mind is committed to engaging clients in improving service delivery however the transportation of service users should be regarded as an exceptional circumstance rather than the norm.

2 GENERAL PRINCIPLES

Our role is to support clients to take control of their lives and take control of their own actions. Sustaining this long-term can only be achieved by enabling service users to do as much as they can for themselves.

With this view in mind there are few if any circumstances that genuinely justify the transportation of service users. Examples are a client may have no self esteem to attend any appointments and the worker accompanies them until confidence is gained or a visit to a possible employer following completion of a prison sentence or specific piece of work by a client.

Under such circumstances it is essential that appropriate procedures outlined within this paper are followed. These must be followed regardless of the level of familiarity with the service user.

3 PROCEDURE

The transportation of a service user should be for a specific purpose/appointment and therefore must be planned. Never act spontaneously and without the time for appropriate and necessary risk assessments to be made.

Permission must be sought from the line manager. In their absence it should be someone of equivalent or higher grade in the organisation.

No line manager should agree to such action being taken until it has been planned and they are satisfied that the worker is taking no unnecessary risks. Included in the assessment it should be a clear indication of where and when the service user is to be met/picked up, the route to be taken, and the estimated time for the journey (round trip). They must also have access to a Dudley Mind (not a personal) telephone and be clear about how to use it.. A risk assessment must also be completed – see policy regarding violence and aggression.

Prior to the commencement of the journey the attached agreement must be signed by the service user.

If during or prior to the journey taking place the service user falls ill, the worker responsible should contact their office base and inform them of whether the journey is to continue or whether other action – e.g. a diversion to hospital etc will be taken. If advice is required this should be sought from the workers line manager or, in their absence, a manager of at least similar grade.

Any worker transporting a service user in their own vehicle must ensure that they have adequate insurance cover and this has been logged with the HR officer. If there is any doubt advice must be sought before the journey commences.

Throughout the journey/activity the same principles as for home-visits and lone working apply regarding informing the office at appropriately regular intervals throughout the event.

Continuous Renewal Clause

Dudley Mind reserves the right to change the provision of the transporting Clients Policy by amendment, addition, deletion or substitution of new procedures from time to time at its discretion. Service Users and Employees will be notified of any changes by appropriate means.