

ADULT SOCIAL CARE (ASC) TRANSPORT POLICY DOCUMENT

Title:	Transporting Service Users
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Purpose of document:

Policy and guidance for the assessing of need and transportation of ASC Clients.
(See also referral procedure and process map.)

Applicability:

Buckinghamshire Learning Disability Service; Physical and Sensory Disability Services; Older People's Services; and Buckinghamshire County Council Client Transport Services Contract.

Essential principles underpinning the Policy and related procedures

Transportation to day opportunity services, respite centres, and other essential destinations, will be provided for those Buckinghamshire residents whose needs have been assessed against this policy and eligibility criteria.

No assumption that transport will be provided can be made until Transport Need has been assessed, except where it constitutes an essential component of a persons care package, and is demonstrated as contributing to the care package objectives.

A persons need for transport will be assessed as an integral part of their initial assessment of needs or when a persons needs are subsequently reviewed under the annual Community Care review process. The Assessment for Transport Need (see Attachment 1) process, forms part of the Care Managers toolkit.

For transport to be commissioned as well as the service itself there must also be a specific identified need for support.

Consideration must also be given to providing temporary transport pending active work to enable persons to become independent e.g travel training.

All transport requests must be submitted to the contracted transport procurer on the transport Referral Form (see Attachment 2), with all essential information completed.

The Referral Form must give information to allow the transport procurer to investigate transport options that are available/ appropriate and facilitate the most cost-effective arrangement that meets the person's needs. No assumption that travel will be by individual taxi can be made unless all parties deem this is the only appropriate option.

Transport arrangements must (at minimum) be approved 'in principle' by the budget authoriser or their agreed representative before being passed to the transport procurer. Although the final decision to arrange and therefore fund transport can be made after the costed option is provided to the Referrer.

Decisions on transport provision must be regularly reviewed and at minimum on an annual basis in line with the annual Community Care review process

Criteria for the funding of transport by Adults/Older People's Social Care Services

It is important that ASC Clients are supported to be as independent as possible, and that they are able to access identified appropriate methods of transportation.

The following guidance is provided to assist Care Managers in making decisions on whether to recommend the provision of assistance with transport.

Transport provision will only be considered following an Assessment of Transport Needs by Care Managers or Care Staff.

In the case of day services, transport will be provided only to the nearest day opportunities facility that meets the assessed need.

When it is assessed as essential that a carer/partner escort a person to respite care, return transport for the carer/partner will only be provided if the person is unable to travel home independently or arrange alternative transport. If they are to remain at the destination to settle the person they support then a later return journey must be booked for them as a person assessed as needing transport in their own right on a separate referral form.

Key factors influencing eligibility for transport are:

- A persons physical ability to use public transport
- A persons cognitive ability to plan and carry out journeys
- The environment /where they live/ ease of journey
- A persons ability to learn to travel independently (travel training)
- Whether there is an independent transport option such as a family car, especially where motability funded.

Passenger Assistants

Where there is an assessed need for support during travel to and from a day service, either because of the level of the person's disability, their vulnerability, or the possibility of inappropriate behaviour, a Passenger Assistant will be provided with the transport.

The need for a Passenger Assistant, and whether this must be individual or could be shared with a specified number of other people, must be clearly stated on the Referral Form.

Charging for the use of subsidised transport

Service Users who do not qualify under the eligibility criteria may use transport provided on behalf of Adult or Older People's Services, if:

- Sufficient capacity is available,
- They contribute towards the cost

Service Standards

Drivers and Passenger Assistants must be subject to the enhanced CRB check to ensure their fitness to work with vulnerable adults.

The safety and general comfort of ASC Clients must be given priority when assessing transport needs.

For journeys that begin and end with the county the duration from pick up time to drop-off should ideally be no longer than 60 minutes. However there may need a need for this be shorter for some individuals and this should be identified through further risk assessment.

Communication between the ASC Client and the transport service

When a transport provision is agreed, the service user, carer or key worker will be contacted by the Special Needs Transport Team prior to their first journey. They will provide details of:

- the day(s) of travel;
- the approximate time to be collected from home (or other agreed location);
- the approximate departure time from the establishment

- and the name of the person (and their contact details) to contact if they have any queries.

Once the transport service has commenced, details of any significant changes to the travel arrangements will be communicated with the ASC Client, carer or key worker.

Any changes to transport arrangements which the ASC Client, carer or key worker agree must be communicated to the Special Needs Transport Team immediately so that they can make the necessary arrangements.

Drivers and Passenger Assistants

Drivers and Passenger Assistants will receive training to enable them to provide ASC Clients with a safe, comfortable and pleasant journey. They will introduce themselves when they first meet the ASC Client and will carry formal identification.

Drivers and Passenger Assistants will greet all ASC Clients in a welcoming manner; be friendly, courteous and helpful; and will treat all ASC Clients with respect and dignity and be sensitive to their confidentiality and cultural needs.

Whenever possible the same drivers and Passenger Assistants will be used in order to maintain continuity.

The Journey

The Special Needs Transport Team will aim to collect from designated home no later than 15 minutes from the notified time. If this is not possible on a particular day, the driver or escort will explain the reason why and Special Needs Transport Team will take the appropriate steps to avoid it happening again.

If an ASC Client requires assistance, staff will help the ASC Client on and off the vehicle and to and from their seat. All passengers will be required (when available) to wear a seatbelt at all times, assistance will be provided to fasten and unfasten seatbelt if required.

In some circumstances the driver/ Passenger Assistant will be expected to enter an ASC Clients home to collect the ASC Client and may need to hold sensitive information such as key box codes. This information must be kept confidential.

Standards for transporting ASC Clients who use wheelchairs are outlined below. The Driver / Passenger Assistant will (if required by the [Risk Assessment]?) accompany the ASC Client to and from their door and ensure they are safely inside their home.

The Special Needs Transport Team will endeavour to minimise travelling time to the nearest suitable establishment.

The Vehicle

The procurer will ensure that

- All ASC Clients travel in safety and appropriate comfort.
- All vehicles shall be clean and warm.
- All vehicles will be fitted with equipment to help ASC Clients get on and off as easily as possible.
- All vehicles are to be regularly inspected to ensure that they comply with strict maintenance standards. All seatbelts and wheelchair securing systems must meet national safety standards.

Health

The procurer will require contractors to ensure that all drivers are regularly health checked and fit to drive.

Responsibilities

The procurer will require contractors to ensure drivers are responsible for the care of the vehicle, and its passengers, and that the vehicle is driven in such a manner as to safeguard themselves and their passengers.

The transport of clients who are wheelchair users

If service users are not able to safely transfer to a vehicle seat then they must be transported in their wheelchairs in a suitable wheelchair accessible vehicle.

All wheelchairs (with their users) must be appropriately secured, with the appropriate passenger/ wheelchair restraint system fixed to the floor tracking in the vehicle, and with the wheelchair brakes applied.

ASC Clients in wheelchairs must not be transported in any vehicle that is not equipped with the appropriate wheelchair restraining facilities.

Where ASC Clients are able to transfer to a conventional seat, their wheelchair may be carried separately in the vehicle. It needs to be stored securely so that it will not move when the vehicle is in motion or stopping and must not obstruct gangways, entrances to or exits from the vehicle.

Risk Assessments

An initial risk assessment will be carried out in relation to transporting individuals by the assessor/ Referrer; this will include information about

persons environment/ physical/cognitive impairments/level of support required. Information from this will be passed to the transport contractor on the Referral Form

A more detailed specific transport risk assessment will be carried out by appropriately trained transportation personnel to identify specific transport requirements e.g. type of wheel chair restraint etc.

In exceptional emergency situations where a specialist risk assessment cannot be completed by Special Needs Transport within the required time frame. The Referrer may then agree to the transport being provided without the initial need for a specialist risk assessment, provided the risk assessment is carried out retrospectively and within a maximum 5 working days. It will be understood that this formal risk assessment may lead to a change in this client's future transport arrangements.

Management of transport procurement

This is covered by the Service Specification included at Schedule 1 of the Client Transport Services Contract.

Management Information

The Special Needs Transport Team will provide management information on:

- Activity,
- Costs,
- Complaints.

Referral Procedure

- 1) Eligibility will be determined by assessor/ Referrer
- 2) If transport is agreed a Referral Form for transport will be sent (by e-mail) to the Special Needs Transport Team to which a cost code will then be provided.
- 3) The Special Needs Transport Team will then procure the most cost effective option for transport.
- 4) For some day centres, Swan Rider will be the preferred provider, although it will also be subject to the same cost comparisons as other providers,
- 5) It will then be the responsibility of the referring Care Manager/ Officer to confirm that the assessed option is an appropriate type of transport for their service user, that the budget holder has approved the expenditure, and that the Special Needs Transport Team should progress the provision of transport.

6) The Special Needs Transport Team will then have five (5) working days from final confirmation to confirm that the transport is arranged and that the ASC Client is able to travel. Urgent requests may be telephoned or e-mailed direct to SNT, but must be followed up by a completed Referral Form within [24] hours.

7) If the arrangement is for a person previously unknown to the Special Needs Transport Team and there is a need to complete a specific transport risk assessment the response time shall be extended from five (5) to ten (10) working days.

8) The Special Needs Transport Team will only accept Referrals from Care Managers and named staff from within adults & older people's social care e.g day centre staff.