

Title of Document	Carer Accompanying a Customer on Holiday				
Name of Department	Operations				
What type of document is this?	Work Instruction (WI)				
Which Helping Hands policy/SOP does this WI relate to?	N/A		Index number of policy/SOP	N/A	
Which Operational Priority/Priorities does this document link to?	Superior Client Care				
Custodian of document	Group Managing Director		Committee/Group responsible for this document	Policy Committee	
Approval date and committee chairperson signature	27.09.24		When is its next scheduled review?	27.09.27	
Who does it apply to?	All staff working with customers				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors? No
Purpose of the Work Instruction	To provide guidance and instruction on the requirements needed for a Carer to accompany a customer on holiday.				

Work Instruction - Carer Accompanying a Customer on Holiday

1.0 Purpose

Remaining socially active is a key part of living with dignity and independence for many customers, but some individuals are only able to do so with the support of a carer. Holidays enable our customers to experience new things, meet new people and do things they enjoy.

Much of the care we deliver will take place in the customer's own home. However, a common part of the care plan for many customers includes meeting their social needs and helping them to get out of their home when they can. There are some things that need to be considered and planning that needs to take place to ensure that such activities are supported safely.

2.0 Planning and Preparation

Proposals for a carer to accompany a customer on holiday should be discussed in advance so that all necessary arrangements can be made.

A review of the Care Plan, customer needs and a full, detailed Risk Assessment of all travel and planned activities is required.

3.0 Insurance Cover

All trips where a carer is accompanying their customer on holiday outside of the UK need recording on the Travel Register to ensure they are notified to our insurers when required. The following information should be sent to **Lisa.Watkiss@helpinghands.co.uk**

Date of trip –

Duration of trip –

Where will they be visiting –

What transport/transfers are arranged –

What activities will be completed on the trip –

Is anyone else travelling with the customer/carers –

Who is funding the trip and all activities –

Our insurance provision includes cover for **'accompanying customers on holiday and associated activities'**.

However, there are checks we need to make and in certain circumstances further consideration of cover will be needed by our insurers.

The following must be documented in the Risk Assessment for the holiday:

- 3.1 Confirmation that a check of the FCO (Foreign and Commonwealth Office) website for travel advice has been completed for all countries being visited. A record of all relevant information should be made.
<https://www.gov.uk/foreign-travel-advice>
- 3.2 Confirmation that the Government website has been checked for any sanctions in place for all countries being visited. A record of all relevant information should be made.
<https://www.gov.uk/government/collections/financial-sanctions-regime-specific-consolidated-lists-and-releases>
- 3.3 A check should be completed for any persons sanctioned for travel to the holiday destination.

If there are any concerns, or if travel is being considered to or near any conflict zone, or place of political/civil unrest, details must be provided to our insurers who will review whether cover is available.

4.0 Care Plan and Risk Assessment

A full review of the customer's Care Plan should be completed prior to the holiday to ensure all details and contact information are up to date.

A Risk Assessment specific to the holiday must be completed and should include:

4.1 General Information

- Dates of travel.
- A brief description of the services the carer will provide for the customer whilst on the trip.
- Details of who is paying for the holiday and all associated costs.
- Details of anyone else who is accompanying the customer on the holiday.

4.2 Customer

- If required has the customer sought advice about any adverse effects travel may have on any existing medical conditions.
- Has any advice been given that we need to consider in planning for the trip?
- Is the customer travelling against the advice of medical professionals?

4.3 Travel Requirements

- What arrangements have been made for travel to the holiday destination?
- If there is any layover, or a period of wait between connecting flights, it should be recorded and consideration given to any additional requirements.
- Will they be travelling around, if so is there a rough itinerary?

- Appropriate travel insurance must be in place for all parties and should cover all planned activities. Confirmation of cover must be provided.
- If travelling to Europe European Health Insurance Cards should be held by each traveller.
- In date and valid passports and visas must be held.

Check passport validity, visa and entry requirements for destination of travel:

European destination: [Travel documents for non-EU nationals - Your Europe \(europa.eu\)](https://european-council.europa.eu/media/400042/image.asset?assetId=400042)

Outside of Europe : [Foreign travel advice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/foreign-travel-advice)

- Take copies of passports and other travel documents such as tickets and insurance policies. These will be useful if the documents are lost, stolen or mislaid.

4.4 Accommodation

- Where they will be staying?
- Is accommodation suitable for the customer's needs?

4.5 Meeting the customer's needs as detailed in their Care Plan

- Can the customer's care and support needs be met in full in the holiday destination?
Document any specific requirements for: Moving & Handling, Personal Care, Toileting, Medication, Nutrition, Infection Control
- Is all equipment needed available in the holiday destination?
- Are any additional provisions needed to ensure safe delivery of the care plan in the holiday location and how will these be met?
- Consideration should be given to any additional precautions needed to combat against weather extremities in the holiday destination.

4.6 Activities/Excursions

- Will the customer be partaking in any activities / excursions that will require the carer to assist them? Eg water park, boat trip, theme park etc?
- The carer must complete Risk Assessment training prior to travel to enable any activities to be risk assessed and documented before they take place.
- Dynamic Risk Assessments should be completed for all activities/excursions.

4.7 Record Keeping

- Electronic records should be completed, where available, using the company tablet.
- A paper copy of the customer's Support Plan and Risk Assessment should be taken and locked in the carer's suitcase.
- If secure network connections could be unreliable consideration should be given to maintaining paper records for completion. I.e Daily logs, MAR Chart, Financial Transactions, Accident & Incident forms.
- All records should be handed to the Care Manager on return to the UK.

4.8 Communication

- Contact numbers to be exchanged between all travellers and the Care Manager.
- Daily contact to be made with Manager to advise of safety.

4.9 Carer Selection

Accompanying a customer on holiday does not take any particular skills above and beyond those that a carer should possess, but patience and understanding will be needed, particularly if anything goes wrong. Carers need to be able to think on their feet and remain calm. Customer independence and freedom of choice should be respected at all times, which may require negotiation and sensitivity, particularly if the customer's wishes may expose others to risk.

Any additional training needs should be identified, i.e. Risk Assessment training on Academy, and addressed prior to travel.

4.10 Carer Wellbeing

- All company policies apply whilst accompanying a customer on holiday including no drinking of alcohol.
- Check to see if any travel related vaccinations are required for the holiday destination.
- The carer will work in accordance with the working time regulations.
- Hours of work and provisions for any breaks should be agreed in advance and documented in the support plan.
- Consideration should be given for cover if the carer becomes unwell.
- Ensure NOK records are up to date.

4.11 Personal Safety

- Check for any specific risks in travel destination.
- Respect local laws, customs and cultures.

Details can be found on the Travel Advice website linked elsewhere in this document and should be shared with the carer.

5.0 Emergency Preparedness

Carers should be advised on what to do in an emergency situation, with a clear protocol in place for action.

- Carers should carry a mobile phone with them at all times.
- Location and contact numbers of nearest hospital/Clinic/Pharmacy should be recorded in the Support Plan and on the carer's mobile phone.
- If an accident or incident occurs the Care Manager should be notified as soon as possible.
- A completed Accident and Incident form should be completed at the earliest opportunity and witness statements and photographs taken, as appropriate.

6.0 Useful Information to be provided to the carer prior to travel:

Lost Passports –

- Report to local police - some will provide a report, others may not, but you still need to demonstrate you have tried to report the loss.
- Contact the nearest British Embassy, High Commission or Consulate - [Find a British embassy, high commission or consulate - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- Complete form LS01 to cancel lost passport.
- Apply for Emergency Travel documents.
- If the carer does not hold a British Passport – ensure details are provided on the process to be followed.

Insurance Cover -

- Copies of Travel Insurance documents should be available and copies held by the carer and the Care Manager.
- For any potential claims – reporting to appropriate authorities and notification to insurers should be actioned at the earliest opportunity.

Note – Equality Impact Assessments are not required for Work Instructions

What was the previous version number of this document?	Version 01	
Changes since previous version	Additions to sections 3 and 4.3	
Who was involved in developing / reviewing/ amending this work instruction?	Clinical Manager Executive Assistant Financial Controller	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

Associated Documents	NA
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