



Residents Holidays

1. Background

Residents living within an Abbeyfield The Dales (ATD) service may be offered the opportunity to have a holiday away from the home.

2. Objectives

ATD is committed to providing services that enhance the quality of life for older people and developing services that will meet the needs of future generations. This commitment is based on the Mission and Values of ATD. ATD will also comply with all relevant and current legislation.

3. Scope

All established staff, agency staff and volunteers working in the service.

4. Policy

All services are responsible for supporting and protecting residents who are in ATD's care whilst on holiday with them. The method of selection of residents who may be accompanied by staff on holiday must be open and transparent always.

4.1. Planning the Holiday

The member of staff who is arranging the holiday must ensure detailed information about the holiday is available at the first meeting. This includes:

- Destination; where the residents would like to go and what choices are available to them, ideally a brochure will be available for all residents and/or their representatives to view;
- Costs to the residents; this must detail what is included, e.g. Meals, facilities etc. All-inclusive holidays may be a suitable consideration;
- Costs for the staff required to provide support and accompany residents on holiday must be clearly identified to the residents and/or their representatives; these include (but are not limited to) who will pay for accommodation, meals, travel, etc;
- Arrangements for travel; there must be clarity about the transport provider and their facilities for providing a specialist transport system that meets the needs of the residents;
- An explanation about the activities likely to be offered on the holiday as well as information required for the health and safety of the residents; and
- Expenses; what additional costs are likely to be incurred.

In the first instance, residents and their representatives need to be able to express their interest and ask questions. If it is not possible for a resident or representative to attend a group meeting, an individual 1:1 meeting could be arranged.

Once a holiday has been identified a risk assessment with each resident who wishes to go should be carried out. For example, it may be noted that some residents have assessed needs that cannot be managed safely outside the service. In these instances, it must be explained to residents or their representatives that their individual needs cannot be safely met away from their home.

Staff and volunteers who are willing to go on the holiday should be identified and informed of their responsibilities and the arrangements that will be made to ensure that the holiday can be managed safely.

Residents should be informed of the selected staff, volunteers and relatives (who may wish to support the holiday) which will enable them to make an informed choice on the appropriateness of their participation.

4.2. Costs & Payment

All interest from residents to join the holiday will be treated fairly and transparently.

Relatives or volunteers, who wish to accompany residents, would need to pay the full cost of their own accommodation holiday and insurance. Clarification about travel and expenses would be detailed in the holiday information.

Where the resident or their representative is paying for the holiday, it must be clearly reported and audited how and when payments are made. Where a holiday company is used to organise the holiday, it is strongly recommended that all payments for the resident's accommodation and travel are made directly to the holiday company by residents or their representatives so that the contract for the holiday is between the resident and the holiday company. The arrangements for the staff should be made by the service. Only in exceptional circumstances should the service handle the payments for residents with the agreement of the manager.

Where the resident is expected to pay for staff accommodation, meals, travel expenses etc this must be identified at the planning stage. It may be possible to arrange a special fee for carers in such circumstances; possible additional funding should also be explored from the resident amenity account. Full written agreement of the holiday must be kept on file. If a representative is paying rather than the resident the same audit must be applied.

Copies of all payments and receipts should be kept with all accompanying correspondence and documentation in the service.

Once agreed and bookings made a full audit of the payment must be carried out. (see forms RES-HOL1).

4.3. Residents

Residents given assistance by staff to arrange private holidays should be advised to investigate holiday insurance. This advice should be noted in the resident's care plans. Medication records must accompany a resident who chooses a private holiday.

All residents and / or their representatives who participate in a holiday arranged by the service must be clear about the costs and funding.

A full risk assessment must be undertaken with each resident prior to confirming the booking and again 3 days prior to the holiday. The care plan must be reviewed 1 day before the holiday to ensure all decisions about the activities to be undertaken are appropriate and have been agreed.

The risk assessment should include:

- Current care needs and how these can be managed outside the home;
- Ability to manage finances and documents as well as luggage and other possessions, and what support will be required;
- Ability to manage medication and health needs, and what support will be required;
- Risk of cancellation of the holiday and costs incurred if the resident is unable to go; and
- Risk of distress and confusion when in an unfamiliar place.

Medication records and information must include known allergies, blood group, G.P and MAR charts must be taken for each resident.

Staff suitably trained and qualified will be responsible for any medication administered.

Resident form to be completed. (RES-HOL3).

4.4. Staff

All staff who accompany residents on holiday should be experienced and competent. There must be at least one senior member of staff from the service who is willing and able to take responsibility.

Staff may volunteer to accompany residents on holiday in paid time. Staff who accompany residents on holiday must agree to work an agreed shift system for the period of the holiday. This may be over and above their usual working hours in exceptional circumstances (this must be in accordance with HR policies). Staff will receive their usual contracted pay for the duration of the holiday. However, if a part time member of staff is selected to go on the holiday, their pay arrangements would need to be clarified between the Manager and the Director of Care, taking into consideration the salary budget and staffing arrangements. Staff will have suitable break times included in their work pattern for the holiday.

Rotas must be planned to meet the residents' needs, the length of stay of the holiday and the number of staff it is appropriate to take away at any one time. This will be based on the risk assessments undertaken with each resident.

Staff must be clear and made aware of their limits regarding individual roles and responsibilities, when accompanying one or more residents away from the service.

Staff Responsibilities are as follows:

- To consult with residents about their care and needs away from the service and record this in their records;
- To assess risks to residents with regards to accommodation, transport and activities and to adjust or review where necessary;
- To plan and manage all arrangements for the safe transport and accommodation of residents;
- To advise and assist the residents to safely manage their money and documents;
- To behave professionally whilst on duty e.g. no alcohol should be consumed by staff whilst caring for residents;
- To obtain help and or assistance for residents in the event of ill health or accident;
- To assist and participate in activities agreed with the resident;
- To provide personal care and support as described in the care plan;
- To record all care given and medication as per the care plan; and
- To follow emergency procedures if necessary.

4.4.1. Staff Expenses

The cost of transport, accommodation and meals will be covered for all staff who accompany residents on holiday. This will be separately identified during the planning of the holiday and recharged to the residents where agreed. In addition, staff will need to cover other expenses themselves.

ATD has public and employer's liability insurance that includes holiday cover. Travel insurance needs to be considered separately in terms of cancellation cover. Personal effects are covered up to £500 per person for residents and staff. If further cover is required for personal property additional cover will be required. Our brokers can advise and should be contacted through the Director of Operational and Shared Services.

Staff and volunteers who accompany residents must complete RESHOL2.

4.5. Holiday Location

Details of proposed holidays should be submitted by completing (RES-HOL1). These should be submitted to the Manager not less than 3 months before the expected date of holiday for approval.

5. Finance, Value for Money & Social Value

N/A

6. Supported Appendices

APPENDIX 1: Holiday Information (RES-HOL1)

APPENDIX 2: Staff Information (RES-HOL2)

APPENDIX 3: Resident's Information (RESHOL3)

APPENDIX 4: Sample Letter to resident's next of kin / POA / solicitor

APPENDIX 5: Sample Letter to Resident

7. Linked Policies

Care Planning & Key Working (C008P)

Risk Assessment (HSR001)

8. Legislation/Regulation

Section 20 regulations of the Health & Social Care Act 2008 Essential Standards of Quality and Safety

9. Review

Every 2 years, subject to any regulatory or legislative updates.

10. Procedure/Guidance

Approval for the proposed holiday should be obtained, in the first instance, from the Head of Care in line with this policy and procedure. As well as key issues of the policy outlined above the following procedures must be adhered to.

In all cases of holidays involving staff and residents, staff must investigate and organise any change in insurance deemed necessary by ATDs insurers. This can be done through the Director of Operational and Shared Services.

Before the holiday commences, staff, residents and their representatives must be briefed on essential items of information. This should include emergency contact telephone numbers and addresses.

Information on holiday locations, including telephone numbers where available, must always be held at the service in an accessible location, e.g. the office diary and staff made aware of the fact that the holiday is taking place. A copy of all this information and documentation should also be given to the next of kin or representative.

In the event of an emergency, such as a serious health problem, the manager (or in their absence the Director of Care or, if applicable the Chief Executive) as well as the next of kin or representative.

These procedures are unlikely to cover every eventuality and advice should be sought from the Director of Care in the event of any major variation.

10.1. Emergency Procedures

In the case of an emergency such as an accident, ill health or missing resident the staff should follow this procedure:

- Ensure the resident is offered appropriate care and treatment;
- Seek help from the police or other authorities as necessary;
- Ensure other staff and where appropriate residents are informed and are kept safe;
- Inform the Manager or nominated deputy who will take responsibility for informing others as per the incident procedure. The next of kin or representative will also be informed;
- Review the risk assessment for the resident;
- Consult with the Manager as to whether the resident should return home, or the holiday terminated; and
- Plan and arrange the return journey if necessary, record chronologically the actions taken.

10.2. Holidays Abroad

In the event of a service considering a holiday abroad, it is possible that, given the age and frailty of the residents, additional insurance may not be available. However, if a holiday is arranged with appropriate cover, and full risk assessments have been completed and a low risk identified for each resident, ATD does have public and employer's liability to cover holidays abroad. All procedures outlined above continue to stand with additional requirements listed below:

- Ensure all staff and residents have a current passport which will be effective for at least six months after the holiday ends;
- Ensure all staff and residents have insurance for emergencies, hospitalisation and repatriation.
- Ensure all staff and residents have up to date vaccinations to meet the requirements of the country being visited;
- When residents are going abroad on holiday the staff member in charge should take a photocopy of all passports and make a note of any traveller cheques numbers;
- Copies of RES-HOL1, RES-HOL2 AND RES-HOL3 should be carried always; and
- When abroad, passports must always be held in a secure facility at the holiday location, and a copy should be carried for identification purposes. If required, the original passport can be produced.

Where appropriate, staff and residents should acquaint themselves with foreign telephone systems and international codes. Staff should have the telephone number of the British Consulate for their relevant country. The international dialling code for England from abroad is 00 44. When dialling from abroad, you should drop the 0 from the UK dialling code, for example 01727 777777 becomes 00 44 1727 777777.

Appendix 1: Holiday Information (RES-HOL1)

Abbeyfield The Dales Ltd

Holiday Information Form (RES-HOL1)



Site Name & Location:

Destination Address:

Total No in Party:

Travel Details:

Place of Departure:

Date of Departure:

Estimated Time: :

Flight No:

If applicable

Date of Return:

Estimated Time: :

Flight No:

If applicable

Transport Details:

Hire Company:

Telephone:

Out of Hours No:

Holiday Tour Company:

Contact Name:

Telephone:

Out of Hours No:

Funding:

Cost to Residents:

£

Source of Funds:

Cost to Staff:

£

Source of Funds:

Authorisation/Signed:

Manager:

Date:

/ /

Director of Care:

Date:

/ /

Appendix 2: Staff Information (RES-HOL2)

Abbeyfield The Dales Ltd

Staff Information Form (RES-HOL2)



Site Name & Location:

Manager Name:

Staff Details:

Name:

Duty rota & arrangement details **(Attached all documents)**:

Insurance & liability confirmed **(All certificates attached)**:

☐ Yes ☐ No

Next of Kin:

Telephone:

Holidays abroad require the following information:

Passport No:

Place of Issue:

Appropriate & Comprehensive Health Insurance **(All documents attached)**:

☐ Yes ☐ No

Abbeyfield The Dales Ltd. Registered Charity Number: 1160258, Company No: 9008680, Home England No: 5066

Appendix 3: Resident's Information (RESHOL3)

Abbeyfield The Dales Ltd

Resident Information Form (RES-HOL3)



Site Name & Location:

Manager Name:

Resident Details:

Name:

Date of Birth:

 / /

Telephone:

Next of Kin:

Telephone:

If applicable, permission given:

☐ Yes ☐ No

By whom:

In what capacity:

Health Information:

List of current medication (**Attach MAR Chart**):

Risk Assessment completed & attached? (**Mandatory**):

☐ Yes ☐ No

Care Plan up to date and attached? (**Mandatory**):

☐ Yes ☐ No

Other information:

Holidays abroad require the following information:

Passport No:

Place of Issue:

Expiry Date:

 / /

Copy of passport attached? (**Mandatory**):

☐ Yes ☐ No

Appropriate & Comprehensive Health Insurance (**All documents attached**):

☐ Yes ☐ No

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Appendix 4: Sample: Letter to resident's next of kin / POA / solicitor

Date:

Dear

I have been planning to take some of the residents at (name of service) on a holiday this year. (name of resident) has indicated that she/he would like to join the holiday and I am now writing to inform you of the arrangements.

The holiday has been booked for (no of nights) at (name & address of resort) from (date) to (date)

The cost of the holiday will be £ (give details of type of accommodation & what is to be included)

The holiday will be fully escorted by staff from this home to ensure continuity of care always. As you will understand, there is a need for the residents joining the holiday to contribute towards the accommodation costs, etc for staff.

The breakdown of the £ charge is as follows

£ cost per resident for (give details)
£ cost of resident insurance
£ cost of accompanying staff member
£ cost of accompanying staff insurance

I have asked (name) to let me have a cheque made payable to (tour operator etc) for the amount above and to let me have this by (date). I enclose a copy of the relevant brochure page for your information.

If you have any queries or concerns regarding this holiday, please do feel free to contact me.

Yours sincerely

Manager

Appendix 5: Sample Letter to Resident

Date:

Dear

Resident's Holiday (Date)

I am pleased that you would like to join the holiday that I am organising for residents. I am now writing to inform you of the arrangements.

The holiday has been booked for (no of nights) at (name & address of resort) from (date) to (date)

The cost of the holiday will be £ (give details of type of accommodation & what is to be included)

The breakdown of the £ charge is as follows:

£ cost per resident for (give details)
£ cost of resident insurance
£ cost of accompanying staff member
£ cost of accompanying staff insurance

To pay for the holiday can you please arrange for a cheque to be made payable to (tour operator etc) for the amount above and to let me have this by (date). I enclose a copy of the relevant brochure page for your information.

Yours sincerely

Manager