

Missed Visit Policy

CM26

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Medicines must be administered accurately, in accordance with any prescriber instructions and at suitable times to make sure that people who use the service are not placed at risk.
Regulation 17: Good governance	Providers must securely maintain accurate, complete and detailed records.

Key Lines of Enquiry

KLOE	How this applies to Access to Files and Records
Safe	Service users rely on visits taking place as planned and missed visits would potentially put them at risk. Avoiding missed visits is essential to the safety of our service
Well led	Having responsibility and accountability in relation to avoiding delays or missed visits is part of being a well led organisation.

Related Documents

This policy should be read in conjunction with our:

- BP02 - Business Contingency and Emergency Planning Policy
- BP08 - Out of Hours & Emergency On-Call Cover Policy
- HR20 - Sickness Absence Policy

Policy Statement



Policy Aims

Careville Ltd seeks to offer a continuity of service to all its Service Users. The purpose of this policy is to ensure that no Service User has a missed call or a call that is more than one hour late without them being informed prior to the lateness of the call.

Careville Ltd is committed to being as responsive as possible to service users' needs and preferences in line with the following principles.

1. Reliability — we make sure that the people who use our services can depend on them.
2. Flexibility — we are prepared to adjust the services we provide to meet the changing needs and circumstances of the people who use our services.
3. Continuity — our services are planned to provide the maximum degree of continuity and the fewest possible changes of the people who use our services.
4. Communication — we undertake to consult and communicate with service users and their representatives as fully as possible about their service.

This document outlines Careville Ltd's procedures in relation to any external circumstances that might mean a need to change the agreed service at short notice.

The policy should be read in conjunction with other policies on Responsive Services and Continuity of Care or Support Workers, which cover other contingency arrangements such as sickness, holidays and workers' leaving.



Key Question: What situations does this policy focus on?

- The policy focuses on the arrangements required when individual staff members are unavoidably delayed or their visiting schedule disrupted by circumstances beyond their control.
- It also covers situations where a number of staff could be unavailable due to the spread of infectious illness, adverse weather conditions, industrial actions producing transport difficulties, security alerts, etc. That is, any set of circumstances where it becomes difficult to apply the cover arrangements that are made for individual service users as described in the continuity of care and responsive services policies.

Procedure: Delays or Missed Visits

1. Where it is known that care workers are going to be away — for example, on holiday or if they give in their notice — Careville Ltd will inform the service user as soon as possible and discuss the alternative cover to be put in place.
2. If an expected carer is suddenly unavailable — for example, having been taken sick — Careville Ltd will immediately arrange for someone else to visit. Wherever possible this will be someone already known to the service user. The affected service users will be contacted as soon as possible to inform them of any changes made to their visiting schedule.
3. Careville Ltd expects its carers who are unavoidably late by a set number of minutes (as decided by Careville 15 minutes) with a call to make contact with Careville Ltd or with the service user/agreed contact person directly so that they are kept informed of the reasons for the delay and expected time of arrival.
4. Careville Ltd are expected to record their times of arrival and departure using timesheets. They are then expected to record and account for the reasons for any significant delays or missed calls.
5. If a care worker or team of care workers does not arrive at an expected time without prior information the service user/informal carer should contact Careville Ltd as soon as possible to find out what might have gone wrong and how the situation can be put right.
6. The duty manager will then contact the care worker (s) involved and work out an appropriate plan of action, taking into account the assessed risks to the safety and wellbeing of the service user(s) and the availability of alternative means of support. for the person or people affected by the delay(s).
7. The procedures are discussed with the service user prior to the start of the service (with reminders given periodically where needed), including the time frames beyond which any delays in service need to be acted upon by contacting the duty manager.
8. Where the service user is dissatisfied with the reliability of the service provided they are encouraged to discuss the issues with Careville Ltd management or to put in a formal complaint.

9. Careville Ltd will not normally charge for missed calls or for any failure to carry out specific services that have been agreed and which have not been carried out, because of delays and lack of time caused by delays. Any compensatory arrangements needed will be made on an individual case by case basis.
10. If Careville Ltd discovers that a care worker has deliberately missed calls, arrived late for appointments without good reason or failed to complete all agreed tasks, it will start disciplinary proceedings on the grounds of possible misconduct.

Procedure: Delays or Missed Visits as a Result of Major Emergencies

1. In the event of unforeseen, unavoidable delays that could affect a number of service users and staff the duty manager will work to a predetermined but up-to-date set of priorities to make sure that any service user who is at risk from any failure or delay in receiving the service is contacted and visited as soon as possible.
2. All staff affected by any potentially disruptive event or circumstances are expected to contact Careville Ltd as soon as possible to report any problems in carrying out their schedules of visits.
3. The duty manager and other staff will undertake to make contact with every service user affected to explain any delay and to check on the individual's situation. Further work will be based on an assessment that the person is safe or whether there might be any risks to the person's safety and wellbeing as a result of any delay in service.
4. Where it is difficult to communicate directly with an individual service user who might be put at risk from any failure to visit or significant delay, Careville Ltd will contact a named person who has agreed to be contacted in an emergency and who is in a position to check that the person is safe. This person could be a partner, other relative, neighbour, accessible volunteer or other professional depending on the individual situation.
5. Available staff will be allocated to service users in line with their priority needs, which are based on known risks to personal safety. No person who is considered to be at risk will fail to receive a service that ensures they are kept safe and their priority needs are met.
6. If it is impossible to provide a service because of the prevailing conditions, which would only be to someone who has not been assessed as being at risk, the reasons will be clearly communicated to that person and a service will be provided at the earliest possible opportunity.
7. In deploying staff in contingencies such as heavy snow or an epidemic of infectious illness Careville Ltd is aware of its health and safety responsibilities to its staff and will take these into account and manage them in line with the relevant health and safety policies and procedures.
8. Recording missed visits:

All missed visits must be recorded internally

In conjunction with the new CQC strategy, as of July 2017, all missed visits must be recorded in the P.R digitally.



Key Question: What training is available?

All staff receive training in Careville Ltd's contingency planning measures and in the procedures to be followed in the event of both short and more significant delays in their service delivery.



Key Points to Take Away

- Careville Ltd is committed to being as responsive as possible to service users' needs and preferences in line with the principles discussed in this policy.
- The policy should be read in conjunction with other policies on Responsive Services and Continuity of Care or Support Workers, which cover other contingency arrangements such as sickness, holidays and workers' leaving.
- The policy focuses on the arrangements required when individual staff members are unavoidably delayed or their visiting schedule disrupted by circumstances beyond their control.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director