Policy 73: Day Clubs, Outings and Minibuses

Last updated by: SH, RS

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1. Introduction
a) This Policy covers the policy and procedures regarding Day Clubs, outings, wheelchair use, handling of service users and minibus arrangements;

b) Policies regarding quality of care; food and food safety; and arrangements about medication are in separate policies.

2. Background and objectives
a) Age UK York (AUKY) seeks to provide services for older people at their request and when such services are within the competence and resources of AUKY;

b) AUKY may decline to provide or continue to provide services to certain individuals on the grounds of health and safety or their particular needs and requirements;

c) AUKY will not intervene to provide services contrary to what is requested by individual service users, the Guardians, carers or those holding Power of Attorney for specific service users. The Chief Officer (CO), working with her deputies, will manage individual situations where a service user is considered to be at risk. In terms of safeguarding, a report will be made to the Trustee Board at its next meeting. The CO may also seek advice from the Chair of Trustees at any time.

3. Combined policies
a) For ease of use and to prevent duplication, the Policy is now combined with the following:

- Policy 43: Outings – Health and safety guidelines
- Policy 44: Outings Procedures
- Policy 64; Wheelchair use within our luncheon/coffee club settings policy
- Policy 71: Day Clubs lunches policy

4. Legislation and responsibilities
a) AUKY and the Board of Trustees (the Trustees) acknowledge and work within all relevant and current legislation and regulations including Health and Safety Regulations, the Care Act, 2014, the GDPR and confidentiality legislation;

b) Where any statement or requirement in any AUKY policy differs from that set out in a statutory or legislative requirement, the statute must be followed;

c) AUKY works within its own insurance policy requirements;

d) The Trustees have overall responsibility for service provision, including for the health and safety of all service users of AUKY, and have devolved day to day responsibility on the CO;

e) All staff and volunteers who carry out visiting, accompanying or caring activities for service users will receive training specifically relevant to their particular task or role and will be expected to read and understand other relevant policies as specified by their line manager or the CO.

5. Training
a) All workers will receive training in accordance with the requirement of the services they provide;

b) In particular, workers will receive training in all aspects of health and safety including food safety, infection control, safeguarding and confidentiality;

c) Workers will receive training regarding the terms of all relevant legislation;
d) AUKY has created several policies that relate to different aspects of service user care and different services provided by AUKY. Workers are encouraged to familiarise themselves with all these policies and will be guided by their trainer and line manager about this;

e) AUKY recognises that the Do Not Resuscitate (DNR) Policy can pose particular difficulties for some workers. Their views will be dealt with sympathetically by their line managers. However, in all instances where the question of the DNR policy arises, all workers must follow instructions arising from their 999 call and the attending ambulance workers;

f) AUKY recognises that the work that their staff and volunteers carry out can be distressing and even pose ethical problems for them. In all instances, workers must:
   - follow the relevant policies;
   - obey instructions from their line managers;
   - expect to receive, and can request, adequate support from their line managers.

6. Service user care and personal details

a) AUKY workers may be the first people to be aware that a service user is ill or in need of assistance;

b) This awareness may arise due to the service user not being collected by their driver for transport to their Day Club, for example. In that case, Day Club workers will make every effort to find out what has happened including checking with their carers or relatives and to establish their whereabouts. However, we cannot be held responsible if their whereabouts cannot be confirmed;

c) Service user's personal details are maintained by the Day Clubs manager and kept securely in accordance with AUKY’s confidentiality policy.

7. Aims of service user activities

a) AUKY provides a variety of activities to provide a safe day out as respite for themselves and their carers and social activities for people with mild to moderate dementia and those who need a little extra help with personal issues;

b) The variety on offer will have regard to the needs of service users, ensuring health and safety requirements and precautions and using individuals with training in the specific activity offered;

c) All service users will be treated with respect and dignity;

d) Where wheelchair users are accepted for Day Clubs or outings, workers who work with them must have received training regarding moving and handling. This will ensure correct moving of wheelchairs so that service users are moved around safely and do not fall out of, or tip, wheelchairs over.

8. Service user activities

a) For the purposes of this policy, ‘service user activities’ means Day Club provision, outings and use of the minibuses or other appropriate vehicle;

b) Food and other refreshments may be provided in the process of such provision and arrangements for payment and as regards food quality are dealt with below;

c) The health and safety of all service users is paramount in the provision of these services and all workers and drivers involved in the provision of these services will receive appropriate and up to date training;

9. Venues

a) The venues of Day Clubs change from time to time. Their arrangements and supervision are with the Day Clubs manager who will liaise with the CO about changing and booking venues and
the suitability of premises;

b) Outings are offered once or twice during the summer and are intended for service users who would not otherwise have a day's outing. The arrangements are co-ordinated by one of the CO's designated deputies in association with the Day Clubs manager and other staff.

10. Referrals and waiting lists

a) Referrals to Day Clubs and for outings are made by social workers, GPs, OTs and other professionals as well as family members, friends and service users themselves;

b) Waiting lists are held of people wishing to attend these activities. These lists are managed by the Day Clubs manager in association with other AUKY staff. Position on the waiting list takes into account the date of application and a number of factors including ease of transporting potential service users; and liaison regarding transport;

c) The procedures for arranging to joining a Day Club or outing are in the Day Club manager's own handbook. They include discussion about wheelchair use and the service user's other capabilities and needs, taking contact details and noting medical details;

d) Service users will be offered a 4-week trial period for any Day Club. The Day Clubs manager will arrange for informal assessment to be carried out from time to time to ensure that service users are getting the best out of their use of the Clubs;

e) The Day Clubs manager will discuss the service being offered, whether it is an outing or to join a Day Club, and explain the arrangements and requirements. If the service user understands and accepts these, a file with the service user's care notes, health and contact details will be held in a confidential and secure place by the Club organiser;

f) Service users who are incontinent will not be taken on outings. Service users may be refused acceptance onto a Day Club or outing for medical, mobility or other reason including any wheelchair user who needs assistance with moving incase AUKY facilities are not suitable for them. They, their carers and/or relatives will be given an explanation for this exclusion.

11. Food arrangements

a) The Day Clubs manager is responsible for lunch arrangements at Day Clubs. This includes:

- arranging for the provision of lunches including for special dietary requirements;
- deciding on the price, which may be increased, with adequate notice, from time to time;
- making appropriate arrangements about payments for meals;
- liaising with the appropriate AUKY staff about invoices, payment arrangements and receipts;
- ensuring that infection control and all hygiene arrangements and requirements are met. This includes the safe disposal of unused food and assistance to service users regarding hygiene;
- refusing to provide lunches for individual service users on the grounds of hygiene or other reason at the manager's discretion;
- ensuring that food provided at the Day Clubs is either consumed at lunch time or disposed of. Food cannot be taken away to be eaten later;

b) All workers involved with service users must receive training in safe food handling that is consistent with national or local food service rules and regulations;

c) All workers will follow AUKY's Food Safety Policy;

d) On outings, service users will pay for their own lunch and refreshments unless arrangements have been made to include them in the overall outings cost.

12. Transport arrangements
a) Service users may be transported to and from home to take part in Day Clubs or for outings;
b) A designated member of staff will be in charge of any outing, travelling on the vehicle and supported by an adequate number of workers, some of whom may be volunteers;
c) Transport training must:
   - Include training by minibus drivers for MIDAS, the Minibus Drivers Awareness Scheme;
   - Include training for the minibus driver in moving and handling including wheelchair use;
   - Include training for moving and handling. No staff or volunteer may transfer a service user to and from a wheelchair, ordinary chair or toilet unless they have an up to date and valid certificate for such training. Any such training must be recorded with the Day Clubs manager;
   - Include first aid training. The staff member in charge of the outing will have a valid first aid certificate. All other workers on outings should be encouraged to take the half-day first aid course and keep themselves up to date;

d) In accordance with legislation, all service users must wear a seat belt while being transported in a vehicle. In the case of wheelchair users, the appropriate seat belt must be used. Everyone using the vehicles must wear a seat belt or wheelchair restraint at all times;
e) Responsibility for the health and well-being of passengers using AUKY transport rests with the driver and staff member in charge of the activity or outing;

f) Radio contact arrangements if appropriate;
g) Registration arrangements will include:
   - Transport registration for any AUKY worker who wheels a service user to any transport;
   - The driver of the outings vehicle and all workers on outings must have certificates regarding moving and handling and must have Transport provider registration for any driver or worker regarding moving and handling;

h) Responsibility for deciding where passengers should sit, for convenience of drop-off, for securing mobility equipment such as walking frames and for fastening wheelchairs securely;
   - Operating the tail lift and assisting all service users into and out of the vehicle;
   - Maintaining the cleanliness of the vehicle, inside and out, ensuring there is adequate fuel and that the oil and windscreen cleaner containers are topped up;
   - Holding or ensuring accessibility to the fuel card and breakdown recovery details at all times;
i) No one may stand in the vehicle while it is moving;
j) The following items must be held in the vehicle at all times:
   - A full first aid kit and hygiene containers, hygienic wipes and tissues, disposable gloves;
   - A list of the service users on the vehicle and a copy of this list will be kept at the Walmgate office;
k') In the event of any emergency:
• The driver and staff member in charge of any outing will have mobile phone or radio contact with the Walmgate office and must immediately advise the office of any incident, even if they are able to deal with it satisfactorily themselves;

• Service users' personal files need not be taken on the outings but must be readily accessible at the Walmgate office in the event of emergency;

• Any accidents or other incidents which should be recorded will be recorded in the AUKY accidents book immediately on return from the outing and a verbal report made to one of the CO's deputies. These incidents will include trips or falls wherever and however they occur regardless of whether there was any fault by anyone and whether the service user or carer actually complained;

• In the event of a service user having to be hospitalised while on an outing, a worker will accompany the service user and will maintain mobile phone contact with the Walmgate office.

13. Making payments

a) Service users will pay for the outing once they are on the vehicle, to guard against the financial complications of people unable to travel on the day;

b) Transport and lunch costs and payment arrangements vary from time to time and these are set out in the Day Clubs manager's procedure file. The Day Clubs manager will liaise with the Finance Manager regarding payments, invoices and money handling generally;

c) A hand-held debit/credit card machine may be carried on outings to facilitate payments.