



Lindsey Lodge Hospice & Healthcare

TRANSPORT POLICY

**INCLUDING INFORMATION FOR VOLUNTEERS AND
STAFF INVOLVED IN PATIENT TRANSPORT AND
DRIVING AT WORK**

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1 Introduction/Aim

This policy aims to ensure the health, safety and wellbeing of both staff and volunteers and ultimately patients being transported.

It is our responsibility as an organisation to take all reasonable steps to manage the health and safety of those staff and volunteers that drive on company business. This is to comply with our legal duties as an employer and to demonstrate that we have taken all reasonable steps to introduce safe systems of work.

It is for this reason that our policy not only sets out our procedures on work related driving, but details what we expect from our staff, both in terms of complying with relevant legislation and our own standards. These cover a variety of areas including, arranging patient transport, the documentation that we need to see from own-car drivers, as well as basic guidelines on driver health.

2 Scope

This policy applies to all staff working for or on behalf of Lindsey Lodge Hospice, including permanent staff, bank staff and Volunteers. Volunteers should also read and be familiar with the Driver Information Booklet for volunteer drivers.

3 Ill-health and driving

Employees and Volunteers are responsible for ensuring that they are physically fit to drive. Should this change the line manager/team leader must be informed as soon as possible. Drivers must remember that some prescription drugs can cause drowsiness and affect the ability to drive safely. In the event that medication is necessary, staff should check with their GP or pharmacist before driving.

4 Alcohol and Drugs

A person who, when driving or attempting to drive, or in charge of a motor vehicle on a road or other public place, is unfit to drive through drink or drugs is guilty of an offence. Staff must be aware that the organisation will take a breach of this very seriously and any incident will be dealt with in accordance with appropriate employment policies and considered to be gross misconduct.

Staff who drive on behalf of the organisation must also be aware that alcohol consumed the previous day can still be in the blood stream and still have an effect on the individual's performance.

5 Wellbeing Centre Patient Transport

Those patients attending day care will be asked and encouraged to arrange their own transport to and from the hospice when accessing services. This could be driving themselves or being transported by a friend/family member. Where it appears that alternative transport is required, the clinical team will carry out an assessment at a first day care assessment visit, to determine if transport needs to be arranged via ambulance services or a voluntary car service.

5.1 Wellbeing Centre Outpatient appointments e.g. Lymphoedema, Occupational therapy, Physiotherapy, Complementary therapy, Counselling and Bereavement support.

The Hospice is unable to provide transport for any outpatient appointments and this should be explained and discussed as appointments are arranged. If the patient is attending Day Care on that day then transport is in line with point 5.

5.2 Inpatient Unit Patient Transport

An admission is usually arranged by a transferring hospital, hospice or from a community setting e.g. home or a residential accommodation. As arrangements are made between those referring, discussions will take place around 'who is arranging transport and the type that is required for the patient'. In most instances the referrer organises and supports any payment for this transport. However in some circumstances there needs to be a degree of flexibility (re who organises and pays) to support an admission. In these circumstances the Director of Nursing and Patient Services should be involved to authorise any payment. In his/her absence the Chief Executive or On Call Senior Manager can be contacted to discuss and approve transport costs.

6 Roles and Responsibilities

Driving is an extremely responsible role (patient and non-patient) and failure to comply with this policy may have consequences for the individual including civil, criminal and/or Lindsey Lodge's disciplinary policy being followed.

6.1 Chief Executive

The Chief Executive has overall responsibility for operational management, including ensuring that Lindsey Lodge Hospice policies comply with all legal, statutory and good practice guidance requirements.

6.2 Line Managers and Team Leaders

Line Managers and Team Leaders are responsible for ensuring that the policy and its supporting standards and guidelines are built into local processes and that there is on-going compliance with staff and their volunteers.

6.3 All Staff including bank staff and volunteers

All individuals will, through role-appropriate training and 2 way communication with their line manager/team leader:

- Participate in induction, training and awareness sessions carried out to inform and update.
- Observe all forms of guidance, codes of practice and procedures involving transport including complying with all current legislation.

7 Patient Assessments

Upon receipt of a referral (Wellbeing Centre and Inpatient), clinical staff will undertake a full assessment of the patient's individual transport needs. Patients who require oxygen and who do not have their own transport will always be transported by ambulance. Assessments will be regularly reviewed and transport arrangements modified accordingly. Assessment will be documented in the patient's care records.

7.1 Attending a planned appointment outside the hospice

If there is a requirement to leave the hospice for an appointment (e.g. a hospital appointment) the senior nurse/deputy nurse in charge will plan the transport type according to the patient's condition. Non urgent patient ambulance transport or family transport may be considered. The cost of any ambulance transport in these circumstances would rest with the hospice.

7.2 An urgent admission to hospital

On occasions there may be a requirement to be admitted to the hospital in an emergency situation. Depending on the individual circumstances this decision may be undertaken in conjunction with medical advice. In these circumstances the senior nurse in charge must instruct someone to ring 999 or undertake this themselves. An incident form must be completed, detailing all information relating to the need for the emergency admission. The Director of Nursing should be informed (in hours) or if out of hours the Senior Manager on Call.

8.1 Recruitment of Volunteers to undertake driving roles

All volunteer drivers are recruited in accordance with our Volunteer Policy. Volunteer drivers who transport patients will require an Enhanced DBS check. Annual checks undertaken by the voluntary service manager will be carried out on the validity of each driver's insurance policy (to ensure it covers voluntary work) MOT, driving licence and any changes in their health which may affect their ability to drive.

All drivers will undertake Moving and Handling training before undertaking the role and will be offered refresher training.

All drivers will be reminded about the 'rules of the road' and their duty to abide by any current legislation. Drivers will be encouraged if possible to carry a mobile phone in case of emergency.

Drivers will be given the appropriate equipment to allow them to carry out their duties safely and effectively. For example, sack barrows for warehouse drivers.

Seatbelts must be worn by all passengers.

All volunteer drivers will be issued with procedures and guidance to support them within their role see Appendix A-Driver Information Booklet for volunteer drivers.

8 Insurance

All volunteer drivers using the Hospice van will be covered by the hospice's insurance vehicle policy of which includes appropriate vehicle breakdown cover.

All drivers must ensure they remain within the remit of their role to ensure that any relevant insurance cover remains valid for business use.

11 Use of mobile phones

It is a criminal offence to use a hand-held mobile phone while driving a motor vehicle. Any use of your mobile phone where you have to hold the phone at any point in making or receiving a call or other phone function such as texting in your car with the engine running is against the law.

Even if you have a hands-free kit which does not require you to pick up or hold your phone at any point poses risk whilst driving because while you are concentrating on your telephone call and you may not give proper attention to driving your vehicle.

Always park the vehicle safely before making or accepting calls on a hands free mobile phone.

Although we may expect you to respond to a message or phone call by parking safely and returning calls or periodically checking messages you are not expected or required to use your mobile phone while driving your vehicle and if you do so or commit an offence by doing so we shall regard it as a serious breach of discipline and all such cases will be investigated in accordance with the Hospice's disciplinary policy.

12 Good Practice Guidance

In order to support further good practice, the following procedures should be followed by staff:

- Where an employee uses their own vehicle they will be required to maintain it in a roadworthy condition.
- Before embarking on a long journey, staff should always carry out basic checks, e.g. check oil, water levels and tyre pressure.
- Staff should ensure that sufficient breaks are built in to the journey to prevent fatigue and allow for any bad weather and traffic congestion.
- Staff should always drive within speed limits and according to the weather conditions.
- Where a company vehicle is used (e.g. hospice van), staff must always report any suspected vehicle defects or accidents to their line manager/team leader as soon as possible. In the event that a defect is suspected, staff should never take the risk of driving the vehicle.

10 Documentation (annual check for staff using their own vehicle)

In order for us to comply with our legal duties, we will require those using their own vehicles to produce basic documentation. The individual member of staff is responsible for providing the following documentation to their line manager/team leader usually at the time of annual appraisal and for completing a driving declaration form (Appendix B)

- Driving licence
- MOT certificate if the car is more than 3 years old
- Insurance documents.

Staff should ensure that their insurance companies are aware that they are using their vehicle for business purposes.

- Make available copies of their documents annually to their line manager/team leader.
- Inform the designated manager of any changes in circumstances e.g. penalty points or a new vehicle.
- Have regular eye tests if necessary and ensure that any necessary driving glasses are worn.
- Read any updates that are issues by the organisation regarding road safety and good practice.

10.1 Mileage Claims

Staff should ensure they are an authorised car user and complete the required declaration form; this will be provided by your line manager/team leader and filed in the individual's personal file. Mileage will be reimbursed in accordance with the arrangements set out in the Hospice Mileage and Subsistence expenses policy.

All expenses should be discussed with the line manager in order there is clarity on what can be claimed for prior to journeys made (particularly with regards to training events). Mileage forms should be submitted in a timely manner at the end of every month to the line manager. Submitted claim forms should not be batched.

11 If you are involved in an accident/incident whilst driving at work

The employee /volunteer should be aware that any incidents must be reported using the Hospice's established incident reporting system as well as any statutory reports to the police that may be necessary. Any such incidents will be reviewed by the Hospice's Health and Safety Committee.

12 Risk assessments for driving at work

In accordance with the requirements of the Health and Safety at work regulations 1999 the Hospice will ensure that driving activities undertaken as part of Hospice business will be risk assessed taking account of the task, the person, the vehicle, location and environment and appropriate control measures put in place to minimise the risks associated.

13 Consultation

Senior Managers, Human Resources, Finance and the Volunteer Service Manager have been involved in the writing of this policy.

14 Dissemination

Via Lindsey Lodge `L` drive policies/guidelines of this form. Shared with, Team Leaders/Senior Managers and volunteer drivers on recruitment.

REFERENCES:

Health and Safety at Work Act 1974

Lead Author of Policy: Karen Griffiths, Chief Executive; Sarah Hodge, Wellbeing Centre Manager

Responsible Sub-group Quality Assurance Committee

RATIFICATION DATE BY TRUSTEES : 19th April 2018

Review interval : 3 years

TO BE REVIEWED	REVIEW COMPLETED	BY	APPROVED BY	CIRCULATION
April 2021	May 2021	SH/KA	QA Sub-Committee 19.05.2021	L: Drive Policies and Guidelines

Appendix A – Driver Information Booklet

Driver Information Booklet for volunteer drivers available on the L drive/ Policies/Reference documents

**Appendix B –Driver Declaration for
LINDSEY LODGE HOSPICE
DRIVING AT WORK DECLARATION**

Ill Health and Driving

I declare that to my knowledge there are no physical reasons why I should not drive a motor vehicle.

I am aware that some prescription medicines can cause drowsiness and may affect my ability to drive safely.

I am aware that I must not consume alcohol before or when driving, and that alcohol can remain in the blood stream for some time and may render me unfit to drive.

Individual's Duties

Section 7 of the Health & Safety at Work Act 1974 also places responsibility on me as an individual to assist the Hospice with its legal duties. I am also required to be mindful of my own health and safety and that of others who may be affected by my activities. To this end I am expected to follow the procedures laid down in this policy and to:-

- keep my insurance up-to-date
- make available copies of the required documents
- inform my manager of any changes in circumstances eg penalty points or new vehicle
- to have regular eye tests as and when appropriate and relevant, and to ensure that any spectacles for driving are worn
- to read any updates that the Hospice may periodically issue on road safety matters which affect those who drive as part of their role or business related activities
- To inform my line manager immediately of any medical condition that may affect my ability to drive.

Documentation

I am aware that in order for Lindsey Lodge Hospice to comply with their legal duties I am required as an individual using my own vehicle/s as part of my role or business related activities to produce basic documentation:-

- driving licence
- MOT certificate if the car is more than 3 years old [or evidence to support the vehicle's roadworthiness)
- insurance documents for business purposes

Declaration

I confirm that my car remains fit for purpose, is roadworthy, properly insured and has a current MOT certificate [or evidence to support its roadworthiness)

I understand that any work related motoring expenses as set out in the Hospice Policy on travel and subsistence expenses will only be reimbursed to me on condition that I fully comply with the terms of this policy at all times

- I have read the Driving Policy and agree to abide by its guidance:
Signature Date.....

*Annual check by line manager: Vehicle Registration:
Documentation checked by Date (Licence/Insurance/MOT)
Next check due date (once completed a copy of this form should be sent for HR
for retention on personal file (electronic and paper records will be deleted when person leaves the Hospice).*