



Transporting Patients Safely

Inmind Reference:	OPS13
Category:	Operational Policies
Version Number:	V3.0
Reviewed on:	December 2018
Next review date:	December 2019
Lead Officer:	Operations Director
Equality Impact Assessment completed:	Yes

Applicable Legislation/Regulations:
The Health and Safety at Work Act (HSWA) 1974 The Management of Health and Safety at Work Regulations (MHSWR) 1999 The Provision and use of Work Equipment Regulations (PUWER) 1998 The Equality Act 2010 The Workplace (Health, Safety and Welfare) Regulations 1992 Positive and Proactive Care Suicide Prevention Strategy Essential Standards of Quality and Safety Health & Social Care Act
Codes of Practice:
MHA Code of Practice
Purpose:
To ensure that Inmind employees are aware of how to safely transport patients in a moving vehicle i.e. Mini Bus. To help create and maintain an environment that will promote the safety of service users and staff using current legislations.

Version Control Table		
Date Ratified	Version Number	Status
December 2018	V2.0	Closed
January 2019	V3.0	Live

Date	Key Revision
12/12/2018	Ratified, new template and Journey Risk Assessment form added.
15/01/2018	Change in wording & drivers age requirement, amended Risk Assessment

Please check to ensure this is the most current electronic copy of this document as it is updated and published in electronic format only (hard copies may become out of date).

Equality Impact Assessment for this policy

Protected Characteristic (domain)	Area of conflict	Resolution
Age	Nil	N/A
Disability	Nil	N/A
Gender Reassignment	Nil	N/A
Pregnancy & Maternity	Nil	N/A
Race	Nil	N/A
Religion or Belief	Nil	N/A
Sex	Nil	N/A
Sexual Orientation	Nil	N/A
Marriage and Civil Partnership	Nil	N/A

All relevant persons are required to comply with this policy and must demonstrate sensitivity and competence in relation to diversity in race, faith, age, gender, disability and sexual orientation. If you feel you are disadvantaged by this policy, please contact the Registered Manager and the service will actively respond to the enquiry.

1.0 POLICY

1.1 It is the policy of the Company to ensure that vehicles are driven responsibly and properly in accordance with the Highway Code. It is also the policy of the company to ensure that the maintenance of the vehicles is kept up to date to ensure that the vehicle is road worthy.

2.0 RESPONSIBILITIES

Any queries on the application or interpretation of this policy should be discussed with the Registered Manager prior to any action being taken.

2.1 Licence Checks

Licence checks at least once a year are to be carried out by Locally to ensure that it remains valid and includes appropriate categories. The photo card shows the classes of vehicle that the employee can drive (coded) and should indicate any bans or endorsements.

Each endorsement has its own code and full list of these is available on the DVLA website. However, it is not necessary to check each endorsement, as the purpose of this check is to ensure that there is no driving ban in place.

It may be that an employee has several endorsements and an accumulation of points. Managers may want to remind an employee in this situation of the potential consequences should further points be imposed. However, this must be done sensitively as ultimately what is being checked is that the employee has a licence to drive.

2.2 Vision (Spectacles/Contact Lenses/Sunglasses)

Inmind drivers must ensure that their vision always meets with the legal requirement. This is specified in the Highway Code (Rule 92) and drivers are strongly encouraged to have regular eyesight tests (every two years at least) to help maintain this requirement. Drivers who need to wear spectacles or contact lenses for driving must always do so when on duty.

In accordance with Rule 94 of the Highway Code, sunglasses/tinted spectacles may only be worn during bright sunlight. The wearing of such spectacles could be dangerous in other conditions, due to the reduction of vision and subsequent risk of not observing another road user, for example pedestrian or bicycle.

Drivers who use tinted prescription spectacles to correct vision must also carry a pair of spectacles with clear lenses in case weather conditions change during the period of duty.

Spectacles and/or Sunglasses should be of a colour and style in keeping with the professional image of Inmind Healthcare Group.

2.3 Consumption of Food and Drink in Inmind Vehicles

The consumption of food and drink within a company vehicle is strictly prohibited whilst that vehicle is in motion (except for a cold drink from a suitable self-contained vessel by the attendant).

Food and drink must not be consumed in any patient bearing area of a company vehicle at any time (except by the patient if required). The consumption of food and drink in non-patient bearing areas whilst stationary is permitted, although the vehicle should be discretely parked away from public view as far as is reasonably possible. Strong smelling food should be routinely avoided for the comfort of patients and colleagues.

The company makes special provision for staff with diabetes. Such staff will have individually agreed treatment plans in place, which may on occasion require some flexibility to the above procedures.

2.4 Smoking/Unauthorised Passengers & Equipment

Staff or permitted passengers may not smoke or use e-cigarettes in or on vehicles being used for company purposes.

The carriage of any unauthorised passenger, equipment or other items is not permitted.

2.5 Wearing of Seat Belts for Patients, Escorts and Attendant

Drivers and all passengers (including the attendant), are required by law to wear front seat belts in all types of vehicle.

There are three exemptions:

- If you are driving a vehicle and are carrying out a manoeuvre at low speed which includes reversing.
- If you have a valid medical exemption certificate.
- If your seat belt has become defective on your journey, and you are en-route for subsequent repair.

In order to give maximum protection to patients and escorts whilst in a company vehicle, every effort must be made to persuade them to use a seat belt / trolley strap. Patients and staffs who decline the offer should have their attention drawn to the notice displayed. If they still decline, a reference to this must be recorded on the Journey Report Form (Appendix 4) and wherever possible a signature obtained.

Staff must wear a seat belt in the rear of the vehicle, unless to do so would hinder their ability to care for the patient. Where this is not worn, the driver must be informed.

2.6 Deterioration in driving performance

Managers must investigate formal written complaints based on observations of poor driving to assess whether driver assessment is necessary.

Options available to the manager are:

- The employee attends an advanced driving course
- They're redeployed temporarily to a job that doesn't involve driving
- They're redeployed permanently to a job that doesn't involve driving.

Note that advanced driving courses are to be used **only** as a training aid.

2.7 Endorsements and convictions

Employees must report to their manager all formal cautions and prosecutions resulting from their driving, whether on Company business or not. Managers must investigate the reasons for any endorsements and convictions to assess the risk to the employee and others, if they continue to drive for the Company or on its business.

2.8 Medical conditions and fitness to drive

Employees must notify their manager of any medical condition likely to affect their ability to drive safely. Managers must:

- Obtain as much relevant information as possible from the employee, including why their driving may be affected.
- Take them off driving duties until further clarification can be obtained.

Employees must complete the Driver Declaration Form annually to ensure their fitness to drive. Issues highlighted may result in a referral to the external Occupational Health Service.

All drivers should review their own day-to-day health in respect of their ability to drive safely, for example, if they are suffering from influenza or a migraine, or are taking medication that may impair their driving.

All drivers have a legal duty to satisfy the eyesight requirements in the Highway Code.

2.9 Health Surveillance

Certain classifications of driver require periodic health surveillance to make sure that they're fit to drive. These are:

- Drivers of passenger carrying vehicles, PCV
- Large goods vehicle, LGV, drivers.

Inmind will comply with the Driver and Vehicle Licensing Agency, DVLA, guidelines.

2.10 Mobile phones and driving

All drivers must adhere to the following

- You must not make any calls or text messages using either a hand-held or hands-free mobile phone
- You must not receive any calls or text messages using either a handheld or hands-free mobile phone while driving for work.

Drivers may only use a phone in a vehicle when it's parked in a safe place.

This means the driver must pull over and stop in a safe place to answer or make a call.

2.11 Drivers' hours and journey planning

Managers must make sure work-related journeys are properly planned and scheduled, taking account of adequate time, breaks, driver fatigue and weather conditions. This includes planning work duties so that employees have enough time to drive safely within speed limits and with adequate rest periods to reduce the risk of driver fatigue and tiredness.

At the start of a journey a Journey Risk Assessment should be completed where appropriate (non-medical emergency) (see appendix 1). This will include the time expected and planned breaks and driver changes. Potential adverse weather conditions; major road works; traffic condition; accident black spots; passenger risk factors. The level of detail required on the form will be determined at local level and dependent on the journey purpose and level of risk.

It is Inmind company policy that drivers take a minimum of 15 min break every 2 hours during a journey.

Inmind must change drivers after 4 hours of continuous journey and this can be repeated for a maximum of 16 hours in total.

All breaks and driver changes must be recorded on the Journey Report Form (appendix 4).

Length of Working Day - No more than 16 hours between the times of starting and finishing work, including work other than driving and off duty periods during the working day.

2.12 Restraint

Staff members must exercise extreme caution where a service user requires restraint owing to the risks of positional asphyxia, the prone position should not be used during transport.

If a detainee becomes violent, staff should, where practicable, stop the vehicle, regain control and only then resume the journey when the patient is more settled.

Inmind has established policies and procedures for assessing the sufficiency and suitability of vehicles used for transporting service users. The assessment criteria include:

- Reviewing the incidence of harm to service users and escorting staff during transit, to identify the level of risk
- Analysing the pattern of incidents of harm or successful interventions.
- Ensuring that the vehicle is adequate to transport service users in a safe manner
- Anticipating journey lengths and times

- Checking that staff can monitor service users continuously
- Checking that staff can intervene in an emergency during transit, e.g., fire
- Ensuring that there is ligature point protection, e.g. a sliding internal door instead of standard hinged opening.

2.13 Vehicle selection

Any vehicle used for the transportation of service should be designed, purchased and converted in line with any currently available national vehicle standardisation specifications.

The type of vehicle used for transport varies and is influenced by availability, the risks associated with the service user and physical disability.

Non-tinted vehicles should only be used for non-detained service users.

Vehicles without individual driver protection should never be used to transport high risk service users.

The disabled access vehicle must be used when transferring individual with physical disability needs.

Service users can travel for a maximum of two-and-a-half hours before they must be offered a comfort break, although this may be reduced accordingly to meet individual needs.

All company vehicles used to transfer service users must be equipped with a first-aid kit; disposable commodes; fire extinguisher; blankets and drinking water.

All drivers have access to portable sat-alight navigation equipment that can be securely placed to aid driving directions.

2.14 Medical emergencies during transport

If staff are aware of a present medical support required for the patient, then an allocated nurse must be present during transit.

In the event of a medical emergency during transfer, the escorting staff should contact 999 to seek ambulance assistance.

In exceptional circumstances, such as a known or anticipated long delay in the arrival of the ambulance, it may be appropriate to use a company vehicle to take the service user to hospital. If the service user requires first aid, it should be given by suitably qualified staff.

Staff should only consider using a company vehicle in such circumstances where a risk assessment indicates that it is the most appropriate course of action. This should be recorded on the patient journey record and incident form.

For non-urgent clinical advice escorting staff can contact the hospitals clinical team.

2.15 Condition of Vehicle

Whilst Inmind Healthcare will make every effort to ensure that all its vehicles are being driven safely it is also the driver's legal responsibility to ensure that the vehicle complies with the law. Drivers can be prosecuted if the vehicle does not comply.

Once the vehicle is in use it is essential that it remains in a suitable and safe condition. In order to achieve this, a rigorous monitoring and maintenance regime is in place.

This includes undertaking:

- A road worthiness check of their vehicle in accordance with TP/068 Statutory Vehicle Checks at the start of every journey including: Fuel, Oil, Water, Battery, Brake fluid, lights, Indicators, Reflectors, Number plate, Mirrors, Horn, Screen wash, Wipers, Windscreen, Foot break, Handbrake, tyre pressure, Wheel Nuts and Jacks. If any of the listed are not immediately able to be brought up to standard, then the vehicle must not be used. All faults however minor must be reported to a senior manager immediately.
- Periodic safety checks at regular intervals by a competent person
- Regular preventative maintenance checks conducted by a competent person, at least at the intervals specified by the supplier/manufacture, and keeping appropriate records
- Annual MOT testing, if required.

It is the responsibility of each team to ensure the vehicles are cleaned after every journey in line with infection control policy.

Management will carry out periodical checks and audits to monitor compliance and will discuss in senior management meetings where necessary.

3.0 PROCEDURE

3.1 The company minibus is to be driven by "approved drivers" only. The only person who can approve a new driver is the Registered Manager.

3.2 The registered Manager will only approve new drivers on production of a valid driving License. Staff must be over 21 years of age and any points must be declared and discussed with our insurers.

3.3 All new drivers must undergo an Occupational Road Risk Assessment form (Appendix 2) and the registered Manager must document if they are satisfied for the individual to drive if a risk score of high or above is recorded.

3.4 The vehicle is the responsibility of the driver and no one else. The driver must complete the appropriate paperwork before leaving the service. The driver must complete the

vehicle inspection risk form (Appendix 3). Report any defects to the Registered Manager/Senior Nurse/Deputy before commencing journey.

3.5 The driver must use and drive the vehicle safely and in accordance with the law. Speed limits must be complied with.

7. It is the driver's responsibility to clean the vehicle after use and to report to the Registered Manager/Senior Nurse/Deputy/Registered Manager if they discover anything untoward about the vehicle. Rubbish or soiling of a clinical nature is the Nurse or HCSW's responsibility.

8. The vehicle is to be inspected by every new driver detail and comments (if any) written down. Any serious defects must be reported to the nurse in charge.

9. All journeys must be justified and supported by the Registered Manager/Senior Nurse/Deputy/Registered Manager to prevent abuse of the facility or driver/s.

10. All Service users transported must be fully risk assessed, leave granted appropriately and both should be robustly documented within the Clinical Records.

11. Safe Risk Assessment and Management for use of vehicles must occur on every occasion and consider the following:

- Individual risks/needs and management of each individual service user/resident
- Number and job role of escorts required particularly should the service user be prescribed and require medication whilst out
- Allocation of appropriate driver
- Vehicle used if a choice is available
- Seating arrangements in the vehicle to ensure safety
- Agreement for leave clearly documented e.g. Section 17 leave

12. Under no circumstances is smoking permitted in the vehicle.

13. Company cars must not be driven by family or friends without the prior agreement of Company Directors.

14. Drivers must be aware of the Mobile Phone Policy, as below -

4.0 HEALTH & SAFETY

The Service considers driver's safety a priority. Hand-held mobile phones must never be used whilst driving; it is a criminal offence to do so which could result in a £60 fixed penalty and 3 penalty points. The Service recommends that employees:

- Switch mobile phones off while the vehicle is in motion.
- Allow the message answering service to take any incoming calls.
- Return calls only when the vehicle is safely parked, and the engine turned off.

Whilst it is not against the law to use a hands-free kit whilst driving, employees are advised to use them only in urgent situations. In such circumstances, the driver should inform the caller that they are driving, end the conversation as quickly as possible.

5.0 LEAVING THE COMPANY

When employees leave the company, voluntarily or involuntarily, they will be required to return all Company property, including mobile phones and any related accessories before their departure.

6.0 DISCIPLINARY ACTION

Disciplinary action may be considered in circumstances where there is a breach of company policy. Examples of situations in which disciplinary action may be taken include:

- Excessive and/or inappropriate use of the mobile phone, including non-approved private calls.
- Using a company mobile phone without a hands-free kit whilst driving.
- As a result of disciplinary action, the employee may be issued with a formal warning clearly outlining the likely consequences if the action occurs again.

Appendix 1.

Inmind Healthcare Group Journey Risk Assessment Form

Name of Inmind unit	
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Name of person completing form	
Date/Time	/ / : AM/PM
Commenced departure	: AM/PM
Arrival at location	: AM/PM
Commenced return to unit	: AM/PM
Returned to unit	: AM/PM

Provide details of any potential risks including summary of actions to be taken to mitigate risks including specified breaks and driver changes.

Patient Ref	IM
Name of driver	
<i>Driver's Job Role</i>	
Name of escort 1	
<i>Escort 1 Job Role</i>	
Name of escort 2	
<i>Escort 2 Job Role</i>	
Type of vehicle to be driven	
Vehicle Registration Number	
Name and address of location visiting	
Reason for Visit	

Is the service user to be prescribed and require medication whilst out on leave?	YES/NO
Patient is transported in back seat of the vehicle?	YES/NO
Agreement for leave clearly documented e.g. Section 17 leave	YES/NO
Has Section 17 leave form been signed by the RC & Patient if applicable	YES/NO
Does the driver require any breaks during the duration of the journey? See Policy	YES/NO

Appendix 2.

Occupational Road Risk Assessment Form

Name of driver	
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Date	
Job title	
Vehicle to be driven	
Location	
Line manager	

A

	Low risk -1	Medium risk - 2	High risk – 3	Very high risk - 4
Age	51 - 60	31 – 50 or > 60	22 – 30	17 - 21
No of years driving licence held	> 15	6 - 15	2-5	< 2
Number of serious crashes in 3 years	0	1	2	>2
Number of minor crashes in 3 years	0-1	2	3	>3
Driving convictions in last 5 years	0	1	2	> 2
Medication used	No		Yes	
Training	Advanced driving	Defensive Driving	Basic driving licence	Provisional licence
Score				

Total risk score =

B

	Low risk -1	Medium risk - 2	High risk – 3	Very high risk - 4
Total miles driven per year	< 5000	5000 - 15000	15000 – 50000	>50000
Average time driving per day (including commuting)	< 1 hour	1-3 hours	3-6 hours	>6 hours
Average length of working day	< 8 hours	8-10 hours	11-12 hours	>12 hours
Time spent driving 12am – 6am	0	0-1 hour	1-2 hours	>2 hours
On call	No		Yes	
Score				

Total Risk Score =

C

	Low risk -1	Medium risk - 2	High risk – 3	Very high risk - 4
Engine capacity	<1400cc	1400 – 2000cc	>2000cc	

ABS Fitted	Yes		No	
Front Air bags	Yes		No	
Side Air bags	Yes		No	
High level break light fitted	Yes		No	
Score				

Total risk score =

Total risk score – A+B+C =

16 - 26 = Low Risk

26-42 = Medium Risk

42 -51 = High Risk

>51 = Very High Risk

Any individual displaying a high-risk score or above must be reviewed by the Registered Manager to determine if they are suitable to drive the vehicle. A note must be added to the HR file / Vehicle file as to rational for allowing the individual to proceed with driving.

Appendix 3.

Vehicle / Risk Inspection Checklist

Identified Risk	Yes / No	Actions taken to mitigate risk	Signed
Is the vehicle adequate to transport staff and service users in a safe manner? I.E TP/068 Statutory Vehicle Checks completed			
Has anticipated journey lengths and times been recorded?			
Are staff able to intervene in the event of an incident involving the service user i.e. self-harm, absconding?			
Are staff able to intervene during an emergency during transit, e.g., fire?			
Is there any ligature point protection, e.g. a sliding internal door instead of standard hinged opening on the vehicle?			
Is the service user seated in the back seat of the vehicle?			
Are the seatbelts in full working order?			
Is the service user to wear seatbelt during the Journey?			
Are the child locks on and in full working order to avoid any self-harm/absconding attempts by the service user?			
Is there an emergency First Aid kit on board?			
Has the Service user been offered a drink of water?			

Appendix 4.

Journey Report Form

Date	Time	Report including Driver Changes / Breaks

Incident has been reported to my line manager YES / NO

Incident has been entered onto EMDS YES / NO

Name Job Role

Signed Date Time