

August 2017

Delayed Attendance Policy

Live  Care

Date Written	01.08.2017
Author(s)	Registered manager
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Date Signed Off	02/08/2017
Reviewed by	

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Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	01.08.2017
Registered manager	Registered Manager	RA	06.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	01.08.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm.
Regulation 17: Good governance	Providers must securely maintain accurate, complete and detailed records.

Key Lines of Enquiry

KLOE	How this applies to Missed Visits
Safe	Clients 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:

- **Business Contingency and Emergency Planning Policy**
- **Out of Hours & Emergency On-Call Cover Policy**
- **Sickness Policy**

Policy Aims

Living Carers Ltd seeks to offer a continuity of service to all its Clients. The purpose of this policy is to ensure that no Client's carer that is more than one hour late without them being informed prior of the lateness.

Living Carers Ltd is committed to being as responsive as possible to Clients' 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 Clients and their representatives as fully as possible about their service.

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

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 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 Clients as described in the continuity of care and responsive services policies.

Procedure: Delays

1. Where it is known that care workers are going to be away — for example, on holiday or if they give in their notice — Living Carers Ltd will inform the Client 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 — Living Carers Ltd will immediately arrange for someone else to visit. Wherever possible this will be someone already known to the Client. The affected Clients will be contacted as soon as possible to inform them of any changes made to their Live in Carer schedule.
3. Living Carers Ltd expects its carers who are unavoidably late by a set number of minutes (as decide by Living Carers Ltd 30 minutes) with a call to make contact with Living Carers Ltd or with the Client/agreed contact person directly so that they are kept informed of the reasons for the delay and expected time of arrival. Living Carers LTD has a duty to ensure all staff are also safe. If you don't arrive at a scheduled and confirmed placement and we are unable to contact you, we will make contact with your next of kin's. If we receive no contact at all for 3 hours Living Carers LTD will inform the police that we are concerned for your welfare. This would highlight for example if you had been in a road traffic accident.
4. If a care worker or team of care workers does not arrive at an expected time without prior information the Client / informal carer should contact Living Carers Ltd as soon as possible to find out what might have gone wrong and how the situation can be put right.
5. 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 well-being of the Client(s) and the availability of alternative means of support. for the person or people affected by the delay(s).
6. The procedures are discussed with the Client 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. If this is an ongoing placement the live in carer in situ will be expected to notify Living Carers LTD.
7. Where the Client is dissatisfied with the reliability of the service provided they are encouraged to discuss the issues with Living Carers Ltd management or to put in a formal complaint.
8. Living Carers Ltd will not normally charge 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.
9. If Living Carers Ltd discovers that a care worker has deliberately 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 as a Result of Major Emergencies

1. In the event of unforeseen, unavoidable delays that could affect a number of Clients and staff the duty manager will work to a predetermined but up-to-date set of priorities to make sure that any Client 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 Living Carers 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 Client 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 Client who might be put at risk from any failure to visit or significant delay, Living Carers 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 Clients 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 Living Carers 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

Key Points to Take Away

- Living Carers Ltd is committed to being as responsive as possible to Clients' 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.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

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

Registered Manager

06.12.2017