



Supporting People on Holiday procedure

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ICT

Employee Voices Group

Other: Supported people

Version Control



Date	Owner	Version	Reason for Change
May 2020	Nikki Fildes	2.1	Incorporate SLT feedback: Removal of policy, policy introduction incorporated into procedure
Apr. 2020		2	Cyclical review New procedure template
August 2023	Lesley McDonough	3	Cyclical Review

Summary of Changes

Section	Change
All	Updated to reflect AIMS, minor amendments to terminology and Management roles
1.1	Changed to CS02 – Care Planning
Appendix 1	Holiday checklist removed as on AIMS

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1.0 Introduction

Holidays can be important experiences that contribute to meeting an individual's outcomes, if Ark supports someone to go on holiday, this procedure must be followed.

All Care & Support staff should ensure that individuals are aware of alternatives to Ark supporting them to go on holiday; for example, using a private provider or sourcing funded opportunities.

We will always try to support people to access holidays; which could be by helping to budget, source or plan for a holiday but cannot guarantee that people we support will be able to go on a holiday. We cannot guarantee that we will provide support on holiday. This will be agreed on a case-by-case basis.

1.1 Relevant Policies and Procedures

This procedure must be read and understood in conjunction with:

- CS02 Care Planning;
- CS05 Support with Money;
- CS08 Support with Medication;
- HS17 Smoke Free;
- HR20 Drug and Alcohol Misuse;
- HR38 Sleepovers.

1.2 Relevant legislation

This procedure is aligned to the following legislation:

- Adult, Support and Protection (Scotland) Act 2007;
- Social Care (self-directed support) (Scotland) Act 2013
Human Rights Act 1998;
- Health and Care (Staffing) (Scotland) Act 2019.

2.0 Holiday Planning

2.1 Planning for holidays

Planning should account for individuals' preferences, abilities, and budget.

Staff can help individuals research what type of holiday they might like and how much they may need to save up, as part of the individual's support time.

Individuals should be as involved in the planning process as possible. Planning for holidays should be considered an opportunity to build skills and meet personal outcomes.

Ark is not responsible for looking after the individual's home (or pets) during their holiday. Plans should include arrangements for rearranging deliveries and so on.

The size of accommodation must be suitable for the size of the party. Ark does not expect staff to share a bedroom with a supported person.

Ark insurance will cover staff when supporting people on holiday in relation to employee liability insurance. The Care & Support Manager (CSM) should confirm this with Ark Compliance and Improvement Business Partner at the planning stage exactly what this entails.

Staff going abroad must have a valid passport, shown to their manager before booking the holiday.

The plan must include who will be contactable from Ark throughout the holiday.

If going abroad the staff will ensure that a SIM is purchased so Ark Information Management System (AIMS) can be accessed and updated throughout the holiday. The supported person will meet the cost of this.

2.2 Permissions

People with legal guardians will need permission to go on holiday; this will be discussed before planning to avoid creating false expectations.

There is no legal requirement for Care-at-Home services to take place at a specific residence. Individuals should be able to use their council-funded Care-at-Home budget towards holiday support. Local Authorities may, however, have their own policy on this which Care & Support Managers must confirm before holiday planning.

The relevant Operations Manager must be aware of, and approve, the plans for a holiday, including signing-off on the holiday checklist on AIMS.

Ark's HR department must be made aware by the CSM of any staff away from their usual place of work.

3.0 Holiday Costings

3.1 Supported Person's costs

The supported person is responsible for all associated costs:

- Travel insurance for themselves (and staff if required);
- Any visas needed and their own passport;
- Travel expenses for themselves and their staff;
- Meals for themselves and their staff;
- Additional staffing hours;
- Accommodation;
- Activities and outings for themselves and their staff;
- Excess baggage costs;
- SIM for AIMS if going abroad.

An individual who usually shares support can only use that time towards their required holiday hours if the other individual(s) are also on the holiday. Otherwise, the shared support will still be paid for as usual. This could be negotiated with the other individual(s) if possible.

Staff must take advantage of any carer discounts or other concessions available.

3.2 Costings and Expenses

The CSM is responsible for ensuring a full costing of the holiday is created. Elements of this are expected to be delegated to the individual's staff.

Any legal guardian must agree to the whole cost of the holiday. There must be written agreement prior to booking.

Where the individual has capacity it is not for Ark to determine what is a reasonable cost of a holiday. If, however, this would impact on the individual's ability to pay their bills then Ark cannot support this. This may become an Adult Support and Protection issue.

Approximate costs for staff expenses should be agreed locally. A staff member's expenses (including meals and drinks) must never exceed the individuals.

4.0 Holiday support and contingencies

4.1 Good Life Support Plan/Risk and Vulnerability (R&V)

Care & Support staff must follow **CS02 Care Planning Policy and Procedure**.

There may be additional risks to consider for holidays. Supported people have the right to take risks and Ark has a responsibility to keep people safe.

It is the responsibility of the Care & Support Manager to ensure that Good Life Support Plans/R&V are completed including updating the holiday section on each relevant plan. They must be shared and agreed with any legal guardian.

The individual will be included in the planning process as far as they are able.

It is not possible to plan for every risk. Good Life Support Plans/R&V should be realistic and not onerous on the staff member completing it.

If a supported person will be participating in activity that places them at risk which cannot be supported by Ark then a Risk Management Plan will be completed and signed off by the relevant parties.

If an individual is using a different provider for a holiday, Ark will contribute to that provider's risk assessment. Ark is not responsible for that risk assessment or any other part of their service. This must be clear to all stakeholders.

The Operations Manager and On-call Manager (contactable out-of-hours) must be made aware of any supported person going on holiday and could offer advice and guidance if required.

4.2 Contingency Planning

Contingency plans must be in place and agreed between all relevant people.

If a staff member falls ill while supporting someone on holiday, another staff member present may take over and cover. Compensatory breaks will be arranged as required.

Another staff member could go and take over from a staff member who must return home / falls ill, if possible. There may be an additional cost to the individual to pay for this.

If an emergency at home means that a holiday must be cut short (for either individual or staff), this will involve a travel insurance claim. The individual and any legal guardian must be aware of this possibility during the planning process.

If a staff member is named on travel documents and falls ill prior to the holiday, they must provide proof (for example, a doctor's note). It will only then be the responsibility of the individual to pay for amendments to the booking.

The supported person will carry information containing emergency details in the event they become lost or the staff member falls ill. This should contain the following limited information:

My name is xxxxxxxxx (Supported person's name)

In the event of an emergency please call xxxxxxxxx (CSM mobile number)

Or xxxxxxxxx (shiftleading mobile number)

If out of hours please call xxxxxx (Manager on-call number)

Possible contingencies / risks to consider:

- Cancelled / delayed transport;
- Cancelled holiday;
- Cancelled activities;
- Illness prior to departure (staff or supported person);
- Illness on holiday (staff or supported person);
- Missing person on holiday (staff or supported person);
- Theft;
- Lost / missing medication;
- Escalation of behaviours of concern/distress (e.g. from change in routine);
- Other unforeseen circumstances.

The contingency section which considers all the above is to be completed on AIMS by staff however, CSM's must sign this off.

4.3 Supporting People with Medication

Staff must follow **CS08 Support with Medication** and will provide the same level of support with medication as they do usually. There is a separate section on AIMS to detail any specific changes in relation to safe storage arrangements and contingency arrangements.

The individual is responsible for the cost of hiring a safe if required for safe storage, and if required this must be confirmed at the time of booking.

A prescription / doctor's note may be required to take medications on board as hand luggage. The individual is responsible for any cost this incurs.

Stolen medication should be reported to local police and a crime number obtained.

If Ark support a person with their medication the Medication Administration Record (MAR) will be taken. However, if supported people are responsible for their own medication a full list of medication should be taken so that replacements can be obtained from a local pharmacy. Guidance from NHS24 or usual GP should be sought where required.

4.4 Supporting People with Money

Staff must follow **CS05 Support with money** and will provide the same level of support with money as they do usually. There is a separate section on AIMS to detail any specific changes in relation to safe storage arrangements, amount of cash held and contingency arrangements.

Staff must record all spending if the individual does not have capacity to manage their money. This will be audited on their return by the Care & Support Manager.

The use of pre-payment debit cards should be considered, especially for holidays abroad. Minimal cash should be kept on anyone's person and a safe used at the accommodation. The cost of the safe is the responsibility of the individual.

Approximate amounts of spending money should be discussed and agreed as part of the planning process. Emergency money (for example, if money is stolen) should be considered and agreed when contingency planning. This may involve a travel insurance claim.

In the event of theft, a police report must be made, and a crime number obtained.

5.0 Working time

5.1 General

Staff must follow **HR20 Drug & Alcohol Misuse** for the duration of the holiday, even when not directly supporting the individual.

Staff must follow **HS17 Smoke Free** when supporting the individual. Staff members are entitled to a 20-minute paid break per 6 hours of work on the basis they are away from their usual place of work. These may be compensatory if required.

Breaks may be arranged dynamically while on holiday. All relevant people must be aware of the arrangement for breaks.

When the staff member is not required to support the individual, they must remain contactable and within a reasonable distance to respond to any emergency. This includes during breaks and rest periods.

All relevant people should agree during planning what the expectations are for staff while on the holiday.

5.2 Waking Hours

Staffing ratio for holidays should be based on the needs of the individual(s) and agreed at the planning stage.

Staff will be paid for a maximum of 12 hours per day while supporting an individual on holiday regardless of usual number of hours of support at home. However, if an individual usually receives 24-hour support, then this will remain the case on holiday with staff paid accordingly.

If more than one staff member is required on holiday, then their time could be split across each 12-hour period with agreement between all concerned.

5.3 Sleepovers

Policy **HR38 Sleepovers** will apply regarding sleepover period and pay.

A sleepover must be paid for even if the individual is not usually in receipt of this service.

If on holiday as a group, the cost of the sleepover will be divided between those individuals.

If an individual usually shares a sleepover with someone not present on the holiday, they will still be required to pay their usual portion of that sleepover in addition to the holiday sleepover cost.

If more than one staff member is on holiday, the cost may be split any way which is agreed by all relevant people. For example, 2 staff on a 3-night break could be paid for the equivalent of 1.5 sleepovers each.

6.0 Implementation and Review

6.1 Implementation

Care & Support Managers are responsible for the implementation of these procedures by their Care & Support teams. There are various authorisation levels throughout AIMS when completing the holiday checklist for OM's and CSM's to ensure this procedure has been implemented effectively.

6.2 Review

Ark Regional Managers' group is responsible for the review of these procedures, at least every 3 years, in accordance with Ark's review schedule.

There is a holiday document on AIMS where staff are required to capture evidence of good practice and experiences that the supported person may or may not wish to repeat.