

EXAMPLE POLICY TEMPLATE FOR MISSED VISITS

MISSED VISITS

Name Anonymous Care Ltd

Policy Statement

This policy is written on the premise that a missed visit to any user is a serious occurrence and is not to be the “norm” for our level of service. It can have serious consequences for our service users and the company and must be responded to in a professional and timely manner.

Reporting Missed Visits

Staff who miss a visit must follow the following process whenever they are unable to fulfil a scheduled visit, arranged by the company and assigned to a staff member. Which reflects the NICE Quality Standard (QS123) Quality Standard 2 Plan for missed or late visits, published in June 2016

Please note:

This policy must be viewed as separate to the Sickness or Absence Policy.

Missed visits can occur for various reasons which are out of the normal occurrences e.g.

- Road traffic control measures such as road closures, traffic accidents, etc.
- Misreading by staff of visit schedule, especially where there are last minute changes
- An error in the scheduling process
- Miscommunication between the service user and the organisation, particularly where there are numerous cancellations of visits

The list is not exhaustive but serves only to give examples.

Immediately staff become aware of a missed visit, they must report it to the office, or, the duty out of hours' supervisor, as appropriate. They must have the following details to hand:

- Name of service user
- Date and time of expected visit
- Reason for non-visit
- Actions taken by them, if any, to respond to situation, i.e. arranged cover by another staff member which turns into a late call, not a missed visit.

- Consequences for the service user e.g. late medication, double-up visit notifications, missed day centre transport etc.

On receipt of the report of the missed visit, management will take the appropriate action to ensure the visit is covered, including any family or representative in the decision making process of how the visit is to be covered.

Safeguarding Issues

In order to safeguard the service user several things must be completed and recorded

- An immediate check is made on the service users welfare, using communication appropriate to the service users level of understanding e.g. by phone, physical check by neighbour, family, etc.
- Is the visit still valid, if not, why not?
- If a staff member is required to cover the visit, the actual visit time must be entered on the visit schedule as a late call
- The use of emergency services should be considered where there is the possibility of significant harm to the service user
- An incident report form should be completed

Other Considerations

On the completion of the Incident form, and where the missed visit cannot be covered, a safeguarding alert should be made to the relevant local authority, in line with the provider's responsibility to alert when people have been placed at risk.

The family should be informed, including the steps taken to resolve the situation.

Any staff misconduct should be processed using the Disciplinary Policy.

If a Safeguarding referral is instigated, a Care Quality Commission notification should also be

Related Policies

Adult Safeguarding
Business Contingency and Emergency Planning
Disciplinary
Monitoring and Accountability
Out of Hours Emergency on Call Cover
Responsive Services

Training Statement

All staff, during Induction, are aware of this policy and its links to other policies.