



## Winter/Inclement Weather Service user Access Policy

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<b>Issue Date</b>	January 2019
<b>Review Date</b>	January 2020
<b>Approved By</b>	SMT

## Document History

Date	Author/Editor	Summary Of Changes	Version No.
Jan 2019	Bryan Inglis	New Policy	1

Please note that the only valid version of the policy is the most recent one. Whilst this document may be printed, the electronic version posted on the main drive is the controlled copy. Any printed copies of this document are not controlled.

### CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
SMT	Jan 2019

### CROSS REFERENCE TO OTHER POLICIES / STRATEGIES

This policy should be read in conjunction with:	Detail
None	

**KEYWORDS:** competency framework, performance management, supervision, appraisal, objectives, performance

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**ASSOCIATED DOCUMENTS:**

None

## 1. Purpose

The purpose of this policy is to define the steps to be taken and the responsibilities of staff in the event of incoming winter weather that would dramatically affect the safe and timely delivery of service user visits, leading to a probable 'at risk' for our more vulnerable service users.

## 2. Background

Primecare Health have four vehicles available that have 4x4 capabilities, which will give us the ability to collect and drop selected care workers, at selected service users until such times as the weather becomes 'too dangerous to travel in' or until the weather severity decreases and normal transport can make the scheduled visits to all service users.

## 3. Policy

It is the responsibility of the Operations Manager to monitor the weather and report changes to either the "Director, Adult Services or Company Director".

It remains the responsibility of the "Director, Adult Services or Company Director" to invoke or cancel the Winter Weather Access Policy.

It is the responsibility of care coordination team to ascertain which care workers should be collected and which service users should be visited during the Winter Weather Access Policy. The care workers location and service users' location/ability to access/visit requirements will determine names. Care workers within walking distance of service users may be sent, even though the service user is not on their normal rota schedule.

In such times, non-regular care workers may be required to visit these highlighted service users, this might include care workers that will be geographically placed to nearest service user if required to ensure all service users have minimal delays in timings.

Visit times, duration, tasks completed, and number of daily visits may also be changed dependant on the circumstances.

The care coordination team will be responsible for formulating a proposed revised schedule for those service users and the Operations Manager has responsibility to approve this.

Service users will be advised of any new schedules of visits, best estimate of visit time, weather dependant and care workers carrying out the visit by the care coordination team. Any changes to the content of the visit will also be discussed at this time.

#### 4. Incoming weather warning.

It is the duty of the Operations Manager to monitor winter weather reports that would suggest that there is an imminent risk to regular service user visit delivery. If the weather reports suggest that this is highly likely, then the Operations Manager should inform the “Director, Adult Services or Company Director”.

If the “Director, Adult Services or Company Director” concurs that the incoming weather is now severe and would warrant the Winter Weather policy, then the Winter Access policy will be invoked at their discretion.

#### 5. Winter Weather policy invoked.

It is the responsibility of the care coordination team to create a list of vulnerable or dependant service users, who, if missed due to weather conditions, would prove to create unacceptable risks to their health or wellbeing.

Once a service user list has been created, the care coordination team will then create a new schedule of visits with the most suitable care worker names. This care worker list will consider location, availability and suitability for the intended service user, taking into consideration the requirements of the service user.

Once approved by the Operations Manager, both care workers and service users will be informed of the new schedule and suitable transport dispatched by Primecare Health to collect the care workers and deliver to the service users.

It is the duty of the Operations Manager to continue to monitor winter weather reports and report to either “Director, Adult Services or Company Director” on whether the conditions are deteriorating, improving or staying the same. They will review and decide when to cancel the Winter Weather policy or escalate and cancel further visits.

Any changes to the revised schedule, due to any circumstances, will be communicated to both care workers and service users.

#### 6. Escalation of Winter Weather policy – deterioration of weather.

If the weather deteriorates beyond what is considered acceptable, then either the “Director, Adult Services or Company Director” will recall all staff from the field, cancel further service user visits and consult immediately with the local authority.

#### 7. Cancellation of Winter Weather policy.

On review by either the “Director, Adult Services or Company Director”, it is decided that the weather has now improved such that normal vehicles can carry out the regular schedule of visits, then the Winter Weather policy will be cancelled.

Care coordinators will then review and decide what changes are required to align the current visit situation to the normal scheduled visit rota.

These changes will then be communicated to both care workers and service users.