

# Provider Bulletin

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## Supporting People on Holiday

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:  
CP&QA, Room 234,  
Health & Adult Services,  
North Yorkshire County Council,  
County Hall  
Racecourse Lane  
Northallerton, DL7 8DD  
[socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)  
[www.northyorks.gov.uk](http://www.northyorks.gov.uk)  
Tel: 01609 797042 or 01609 532025

## Supporting People on Holiday

We have received a number of queries from providers regarding supporting people on holiday and who should undertake specific tasks. We would like to take the opportunity to clarify obligations.

The provider needs to notify the person's Social Care Assessor/Social Care Coordinator in the first instance and discuss initial plans. These will include:-

- Conversations about capacity to make the decision and whether a best interest decision will be needed;
- Clarification around costs e.g. are they reasonable etc.

There should be a specific support plan updated by the Local Authority if the individual's personal budget is being considered as part of the holiday. Also, consideration will need to be given to the level of support the person will need during the holiday, which may be different to the support they usually receive.

If the person's Social Care Assessor/Social Care Coordinator has no involvement in the decision making process, then the Council cannot be seen to have agreed to the holiday.

When staff are accompanying a service user on holiday the provider has a responsibility to ensure that costs are clearly defined, prior to the holiday being agreed. Once the costs have been identified a clear breakdown will be produced on which elements of the holiday will be paid for by the provider and the person.

When more detailed information regarding the holiday has been identified the provider will undertake risk assessments based on risks specific to the person including:-

- travel to and from the destination;
- accommodation requirements;
- activities planned;
- the person's ability, both physical and psychological, to participate .

The provider shall ensure that the assessed needs of the person, as identified in their care plan, have been considered and that contingency plans are clearly documented. We fully appreciate that day to day capacity decisions will need to take place and these need to be proportionate, but should be based within the parameters of the risk assessment.

Risk assessments will be concise, robust and with sufficient detail to cover any reasonable eventuality together with any mitigation of risk being applied. For example, a risk assessment may identify that a person can swim in a swimming pool but not in open water or can travel by bus with a staff member sat next to them at all times to reduce anxiety but cannot travel by car.

When risk assessments have been developed the provider will share them with the Social Care Assessor/Social Care Coordinator, the person and their family, where appropriate.

It is acknowledged that some people will already have a number of risk assessments in place, however, these would not reflect the staffing levels, accommodation or situations encountered on holiday.

It is the provider's responsibility to ensure that, where the person is taking medication with them, the country they are travelling to allow this medication to be used and that there are no restrictions to the amount of medication which can enter the country. Although the person may not be in their usual home the provider will still be required to maintain appropriate records, including the recording of medication on MAR charts, completion of safeguarding concerns, incident/accident forms, etc.