

Adult Social Care and Health

Transport Policy and Practice Guidance

Issue Date:	20/01/2017
Review Date:	September 2021
Owner:	Strategic Safeguarding and Quality Assurance Team, Business Delivery Unit, Invicta House Maidstone, Kent ME14 1XX

Revision	Summary of Changes
V2.2 Sept 2019	Change to Directorate names Revision of 4.6 to include specific reference to Short Break Services
V2.1 30/11/2016	Revision of 3.2 to clarify G4S eligibility criteria for booking of NHS funded transport Revision of Appendix 1 flowchart – How do I arrange transport? Removal of Appendix 3 – Health & Social Care Transport Responsibilities Addition of new Appendix 3 – providing details of the G4S eligibility criteria

Document Information

Working Title:		Transport Policy and Practice Guidance	
Status:		Unrestricted	
Version No:		V2.1	
Directors sign off:		15/12/2016	
Date Issued:		10/01/2017	
Review by:		Policy and Standards Team	
Review Date:		July 2018	
Lead Officer/s:		Paul Bufford/Janice Grant	
Master Location:		Policy and Standards Team	
Publication:		Knet	
Authorised to vary:		Policy and Standards Team	
Replaces:		Transport Policy and Practice Guidance v1.0	
Version control	Date re-issued	Summary changes	Reviewed by
1	30/11/2016	<p>Revision of wording of 3.2 Health Service Transport Provision to explain the G4S eligibility criteria for arranging NHS funded transport.</p> <p>Revision of Appendix 1 flowchart detailing G4S eligibility criteria</p> <p>Removal of Appendix 3 – Health & Social Care Transport Responsibilities 2013 – no longer applies.</p> <p>Addition of new Appendix 3 – providing details of the G4S eligibility criteria</p>	Paul Bufford

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Document Table	Link
Information Governance	http://knet/ourcouncil/Pages/information-governance.aspx
16-19 Transport Policy	http://www.kent.gov.uk/about-the-council/strategies-and-policies/transport-and-highways-policies/post-16-transport-policies
Closure of a Care Home: Protocol for Managing the Process	Closure of a care home - protocol for managing the process post-decision policy
Transport Requisition Form	Transport Requisition Form
Risk assessment and management policy	Risk assessment and management policy

Section 1 Introduction

Adult Social Care and Health (ASCH) enables access to transport in a variety of ways to adults in Kent who have an eligible need for care and support. This document sets out policy and practice guidance for ASCH staff when transport is identified to meet need in an adult's care and support plan.

Section 2 – Legal Framework

A Transport Support Service may be provided for individuals 18 years and over.

The Care Act 2014 provides that the Local Authority has a duty to prevent, postpone and minimise people's need, and delay the development of need for formal care and support. All assessments must be person-centred and based on promoting independence and overall wellbeing. People should be empowered to be in control of their own services (through personal budgets and direct payments where eligible) and supported by relevant and up to date information and advice that will enable individuals and carers to make the choices that are right for them.

Section 3 – Policy

3.1 Information sharing

Staff must comply with the KCC policy on Information Governance.
(See link within the document table on page 2).

Staff should also refer to the directorate's General Privacy Notice regarding the legal basis for sharing information.

3.2 Health Service Transport Provision

ASCH is not responsible for transporting individuals to and from hospital or any other alternative health facility where the primary purpose of the journey is to receive NHS funded treatment.

Patient Transport (PTS) is a service provided by G4S on behalf of the NHS Clinical Commissioning Groups (CCGs) across Kent and Medway. It is designed to support the client if their medical or physical condition means they cannot use public transport, get a lift, or drive themselves to/from an NHS appointment to receive medical treatment.

G4S apply a short medical assessment over the phone to decide whether the client would be eligible for NHS funded transport. Eligibility is determined via a points based system dependent upon answers surrounding mobility, senses & speech, mental health & learning difficulties and medical/general health.

More information is available at www.km-pts.co.uk .

Appendix 1 "How do I arrange Transport?" provides a simple flowchart to help staff to decide which transport provider is appropriate to satisfy the unmet need of the client.

Appendix 3 provides more detailed information regarding the G4S medical assessment criteria.

Section 4 - Practice Guidance

4.1 Transport needs as part of Assessment

As part of an individual's care assessment the need for transport will be considered including;

- Can the person use public transport or community transport schemes (including use of concessionary bus pass)?
- The benefit of travel training to learn how to use transport safely?
- Can the person manage their own transport, for example by use of a mobility vehicle?
- Provision of transport by a relative or carer?
- The use of the mobility component of the Personal Independence Payment (which has replaced the Disability Living Allowance)?
- Can the person walk to the service?
- Is transport provided by the service provider?
- Can transport be provided by another agency such as through the Education or Health service?

4.2 Risk

A transport needs assessment should include a risk assessment based on the principles of positive risk management and should consider not only physical needs but also the individual's ability to cope with independent travel. For more information regarding risk assessment, refer to "Risk Assessment and Management" policy. (See link within the document table on page 2).

4.3 Eligibility and Determining the Need for a Transport Support Service Transport can only be provided where it has been determined the individual has eligible needs as defined by the Care Act, for care and support that are unmet and the provision of transport is required to enable these eligible needs to be met. The principle of reasonableness should be applied and, as part of Care and Support Planning, all travel options should be considered.

4.4 Care and Support Planning

Where a person's needs are assessed as eligible and they require transport to be provided to meet eligible needs this should be set out in the individual's Care and Support Plan.

When developing the Care and Support Plan staff must state any transport alternatives that were considered and explain why they were not seen as appropriate for the individual e.g.

- Has the individual been assessed unlikely to benefit from travel training?
- Is the individual able to meet their transport needs fully or in part e.g. through using concessionary travel, their own car or by use of their own personal income?
- Has transport been discussed with carers/families where suitable to ascertain their capability and willingness to undertake journeys in support of the service users to enable their needs to be met?

Where appropriate ASCH will promote independence by encouraging use of public transport for people to make their own travel arrangements. Care must be taken that the provision of transport does not increase a person's dependence on others.

The promotion of community transport options will be encouraged, such as public transport, walking, people using their own transport means or concessionary travel. A principle of “reasonableness” will be adopted when considering transport options and whether it is reasonable to expect people to make their own arrangements

4.5 Transport to Education Provision and Young People Moving Through Transition

When a young person with an Education, Health and Care Plan (EHCP) requires transport support to attend full time education this is assessed in accordance with Kent’s 16-19 Transport policy and agreed using the eligibility criteria of the Children, Young People and Education Services Directorate (CYPE). The transport support may continue until they leave school at the end of Year 14; eligibility will be reviewed during that time.

KCC considers that in most circumstances the provision of a Kent 16+ Travel Saver at the subsidized rate of £400 per annum (subject to change) is sufficient to facilitate the attendance of persons aged between 16 – 19 at their chosen education or training provider.

If the young adult has mobility challenges or disabilities that would inhibit their ability to access public transport, they can approach KCC for additional support, by writing to **The Transport Eligibility Team, Room 2.24, Sessions House, County Hall, Maidstone ME14 1XQ** setting out their circumstances in full.

There are several options that could be considered:

- Provision of transport directly where there is a particular need and/or disability
- Provision of a personal transport budget
- Provision of independent travel training (with the school/college’s recommendation and the parent’s approval).

If an individual is considered to need transport support to attend college but has been turned down, an appeal should be made in the first instant to the **Head of Fair Access, Room 2.24, Sessions House, County Hall, Maidstone ME14 1XQ**. Further information can be found in the EYPS, (now CYPE) “16-19 Transport Policy”. (See link within the document table on page 2).

It is expected that support will be provided by CYPE, although in exceptional circumstances ASCH may provide support where the individual’s needs meet the eligibility criteria and where it complies with this policy and guidance.

Where a young person has transport support provided or arranged by the Disabled Young People’s Team at the time of transition to adult services, this should be considered as part of the Care and Support Planning for adult social care services. Where transport is required to meet an eligible need, it must clearly be set out in the care and support plan; as set out in section 4.4 above. The Care Act 2014 requires us to continue providing support throughout the assessment process. This will continue until adult social care and support is in place– or until it has been determined, applying the National Eligibility Criteria for adult social care and support, that the person does not have eligible needs.

4.6 Residential Care

Transport assistance for people residing in registered residential care establishments will be subject to the terms and conditions of the contract between KCC and the care home. In some circumstances the cost of the placement covers the full range of support needs, including transport to attend community activities.

4.6.1 Supported Accommodation - If the service user is a tenant in supported accommodation, they will be subject to the same assessment and care planning arrangements as people living in their own homes or in a community setting.

4.6.2 Short Break Services (respite care) - Where an adult requires short break services, transport arrangements in order to access their agreed short break services, will be considered as part of the care and support planning process in accordance with sections 4.3 and 4.4 above. The agreed transport arrangements will be recorded in the plan together with planned contingency arrangements. Should the need for provision of transport to a short break service arise unexpectedly the provision of contingency transport will be in accordance with section 4.3 above.

4.7 Home Closures

There are occasions when a number of service users might need support with transport at short notice. An example is when a care home closes at short notice and residents have to move to alternative provision.

A risk assessment should be completed for each resident and the appropriate mode of transport should be identified following discussion with the resident/relatives; in some instances, the relative/ (informal) carer may be able to assist in transporting the individual to the new home.

For any resident in receipt of continuing healthcare, funded by the NHS, transport will be provided by G4S and arranged via the CCG Director on call.

Residents in receipt of funded nursing care will be transported by G4S if the medical condition requires ambulance transport.

Responsibility for residents who are jointly funded by KCC and the NHS via funded nursing care will be determined jointly by KCC and the CCG Director on a case by case basis and will depend on medical need.

For more detailed information refer to "Closing of a Care Home: Protocol for Managing the Process" policy (see link within the document table on page 2).

4.8 Escort Provision

The need for an escort will be ascertained through the needs assessment and care and support planning and must take into account the vehicle being used and other service users being transported at the same time. An individual may require an escort to meet physical and/or behavioural needs and the assessment should document whether this is necessary. The escort must be clear about their role and have information about any risks identified.

4.9 Proximity

Where a person chooses to attend a service such as a community activity or day centre that is not the nearest, but their assessed unmet eligible need could be met by a service located closer to point of origin, the expectation is that any additional cost of transport provision will

be met by the service user.

4.10 Sign Off

All transport funding costs should be signed off by the appropriate line manager in accordance with the ASCH adult social care delegated authority limits.

In Kent, the transport support service for individuals with needs eligible for ASCH support is excluded from the non-residential charging policy. Users will not be charged for this service. Where part of the transport support “package” is an escort who is there purely to enable the individual to use the transport, the cost of the escort is also non-chargeable and excluded from the charging policy. (However if it is a personal assistant providing support as part of a wider support plan then it should be taken into account as part of the charged for service).

4.11 Arranging the Transport

If transport is necessary to meet an individual’s eligible unmet need, then the risks identified with transporting the individual should be considered as part of their assessment, such as:

- Are there particular elements of the driver and/or escort (i.e. gender) that are required as a result of specific needs of the individual?
- Is there a risk of harm to the individual and/or others while they are in the process of accessing transport?
- Is the individual on medication or suffering from an illness such as diabetes, asthma or epilepsy and so might require medical assistance whilst using transport?
- Is the individual likely to be confused on being collected or when reaching the destination?

Individuals with mobility challenges should be able to enter and leave transport unaided. If they require support to do so, the risk assessment should explain how this need will be addressed or if an adapted vehicle is a more appropriate form of transport

Individuals with behaviour that challenges, communication issues and/or Health & Safety issues, may be assessed as being at risk of harm to self and/or others. An escort may therefore be required to assist in such cases

Staff who commission/arrange transport services must identify the most appropriate and cost effective transport solution available, to meet the individual’s needs.

4.11.1 Direct Payments - Where transport is required to meet eligible need and is part of a care and support plan, consideration should be given to the use of a Direct Payment. The cost of the transport can be included in the Cost Setting Guidance and form part of the estimated personal budget (ePB).

4.11.2 Provider Transport - In some cases, the service provider (private or voluntary) might include transport within the terms and conditions of the contract. The individual can then use this transport to access the service. An example is where an individual is attending an independent day centre and transport forms part of the service provided.

4.11.3 Client Transport – All requests for Social Care transport should be made through the KCC Public Transport Service (Client Transport Operations and Planning) by emailing a completed Transport Requisition form to adultservicestransport@kent.gov.uk .

For short notice requests for transport (i.e. less than three days' notice) telephone the Client Transport team direct to discuss your requirements first. You will then be advised if your request can be accommodated (tel. 03000 413628/413736).

ASCH has a Memorandum of Understanding with the Public Transport Service, which is based at Aylesford Highways Depot, St Michael's Close, Aylesford, Kent. ME20 7TZ.

A Transport Requisition form is available on Knet ASCH templates page. (See link within the document table on page 2).

Additional information is available within Appendices 1 and 2.

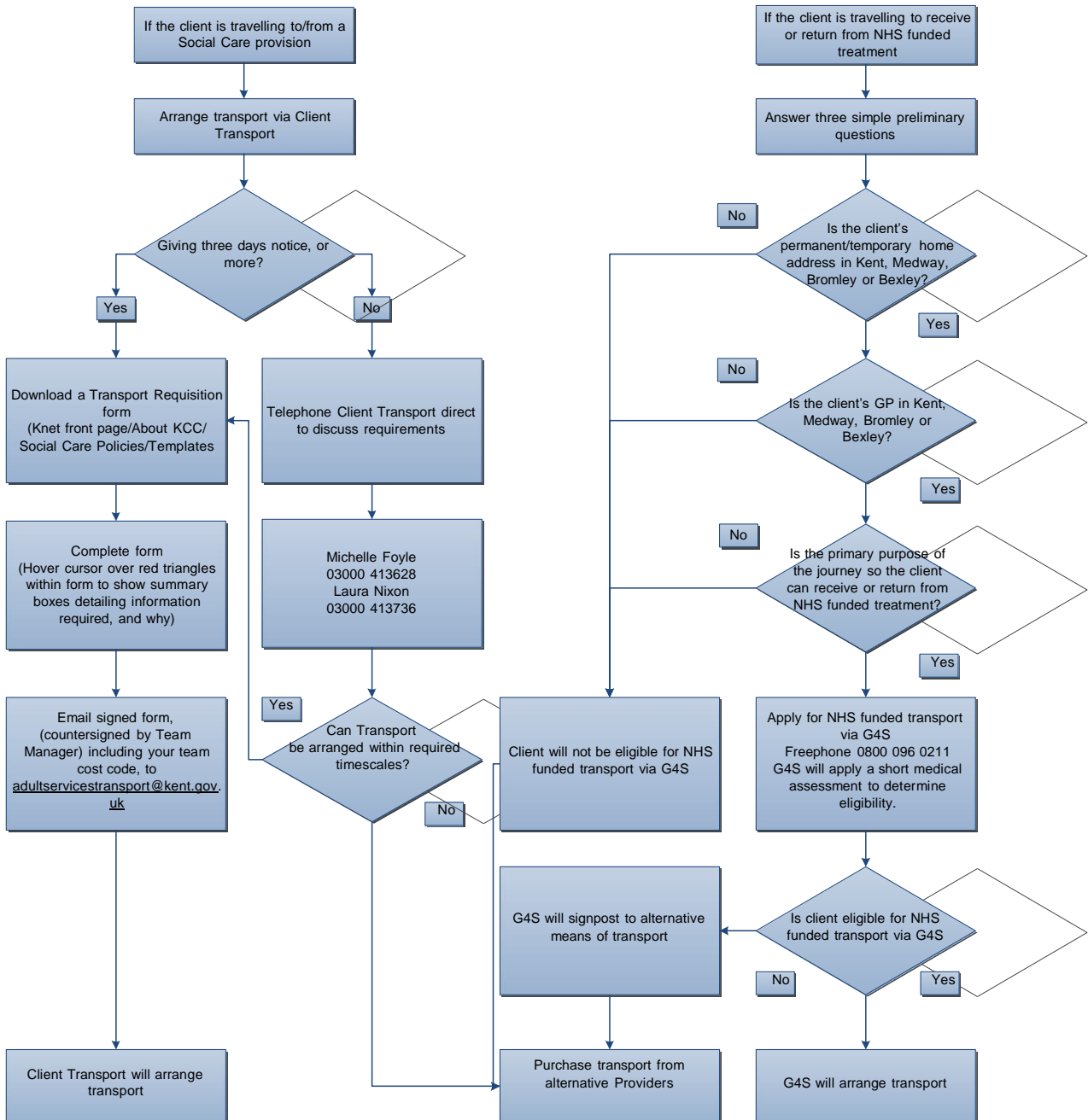
4.12 Review

Where transport is provided to an individual to meet eligible need, the provision will be reviewed as part of the outcome focused review of the care and support plan. If a person's needs or circumstances have changed, then re-assessment and reapplication of the national eligibility criteria is required.

Appendix 1

How do I arrange Transport?

Transport can be requested once it has been established that it is necessary to satisfy a client's eligible unmet need, and all other available options having been considered and discounted.



Appendix 2 Procedure for Commissioning the Client Transport Service.

Transport can be requested once it has been established that it is necessary to satisfy a client's eligible unmet need, and all other available options having been considered and discounted.

Complete a Transport Requisition Form and email (via Team Leader) to

adultservicestransport@kent.gov.uk .

This will include:

- Details of individual and journey
- Special requirements
- Notice of whether or not an escort is required
- Your team cost code to pay transport invoice
- Signature of Allocated Worker (and countersigned by Team Leader)

N.B. Team Leader's countersignature & email confirms that:

- *The transport requisition is fully authorised*
- *The client meets service eligibility criteria*
- *Travel risk has been considered as part of the assessment and care and support planning process*
- *Any information entered onto the form can be shared with the transport provider.*

Client Transport Team will log individual details and obtain estimates/quotes and choices of transport available.

Client Transport Team will inform Allocated Worker of booked transport for the individual and it is the Allocated Worker's duty to inform the individual that transport has been arranged or altered.

Transport takes place.

In the event of an individual's non-attendance or failure to cancel the transport, the Transport Co-ordinator will inform the Allocated Worker.

In the event of transport failing to arrive, the Transport Co-ordinator will make alternative arrangements for the Individual and notify them in an appropriate way.

Client Transport Team to send Team Leader as part of the monthly report, an update on cost to date and estimated costs for remainder of year for all individuals within their team.

Appendix 3 Procedure for commissioning transport to/from NHS funded treatment

Transport can be requested once it has been established that it is necessary to satisfy a client's eligible unmet needs, and all other available options have been considered and discounted.

Patient Transport (PTS) is a service provided by G4S on behalf of the NHS Clinical Commissioning Groups (CCGs) across Kent and Medway. It is designed to support the client if they cannot use public transport, get a lift or drive themselves to/from an NHS appointment to receive medical treatment.

There is a two-step process to requesting transport via G4S:

Step one Answer three simple preliminary questions (See Appendix 1 for details). If the answer to any of these questions are no, then the client will not be eligible for NHS funded transport, and alternative arrangements will need to be made. If yes, then G4S can be contacted (freephone 0800 096 0211).

Step two G4S will apply a short medical assessment over the phone to decide whether the client would be eligible for NHS funded transport. Eligibility is via a points based system dependent upon the severity of the client's condition surrounding mobility, senses & speech, mental health & learning difficulties and medical/general health. (Full details of the assessment can be found below). If the client is deemed eligible for transport, then this will be arranged by G4S. If ineligible, then G4S will provide information signposting to alternative recommended providers.

The Criteria	Only one score from each category	Booking requirements	Points
1. Mobility	Walking limited to <200 but more than 50 metres		2 points
	Needs stick or frame		2 points
	Walking limited to <50 metres		3 points
	Wheelchair user (own or ambulance wheelchair)		3 points
	Stretcher		5 points
2. Senses & Speech	Profoundly deaf		1 point
	Registered Blind		2 points
	Speech (not language) difficulties – unable to travel alone		2 points

The Criteria	Only one score from each category	Booking requirements	Points
3. Mental Health & Learning Difficulties	Has diagnosis of dementia		3 points
	Patient is a vulnerable adult	Booking must be made by treatment provider	5 points
	Patient lacks capacity	Booking must be made by treatment provider/carer	3 points
	Community patient, as part of care plan	Booking must be made by treatment provider	5 points
	Inpatient escorted by at least one member of staff	Booking must be made by treatment provider	5 points
4. Medical/General Health	Leg in full length POP		3 points
	Recent operation (within six weeks)		2 points
	Medical procedure requiring supervision (e.g. IV infusion, oxygen therapy, chest drain or morphine pump)	May require escalation to host clinician to provide escort	5 points
	Acute ill health	Escalate to host clinician	5 points
	Unable to use public transport	Escalate to host clinician	5 points
	Medical condition that would compromise dignity of cause public concern, Severe communication difficulties which routinely prevent them using public transport	Escalate to host clinician	5 points
	Independent travel poses clinical risk Low immunity Reasonable possibility of an event occurring during transport that requires skilled assistance	Escalate to host clinician	5 points

One choice from each section. Clients who score five or more points overall are deemed eligible for patient transport services. Where clients do not meet this standard, G4S will offer advice on alternative transport options. In such cases, G4S will also be required to advise the client on whether they may be eligible for reimbursement of their travel costs and how to make a claim. The questions asked to establish eligibility will help G4S to establish which modes of transport (e.g. Taxi, minibus, ambulance, etc) best suits the client's needs.

