


Policy No: 03-1105	Authorised: 	Date:07/02/2020
WASTED JOURNEYS BY CARE STAFF		

This Policy defines the procedure to be followed when a Care Worker arrives at a service user's home to fulfil a pre-arranged appointment but is unable to carry out his / her duties.

1. A wasted journey in respect of a Care Worker's planned duties for a service user is defined as follows:
 - 1.1 When the Care Worker is unable to gain access - i.e. there is a non-response (see *Policy No 3703* for possible reasons for non-response);
 - 1.2 When the service user refuses to allow the Care Worker admission to his / her home;
 - 1.3 When the service user refuses to allow the Care Worker to perform a particular task;
 - 1.4 Where the Care Worker is not required because a family member or other carer is visiting the service user;
 - 1.5 Where the Care Worker refuses to undertake planned duties and voluntarily leaves the service user's home due to unacceptable levels of harassment or abuse on the part of the service user / family member.
2. Whenever a Care Worker is confronted with a wasted journey, he / she will contact the Organisation's offices immediately to notify the Domiciliary Care Services Manager of the situation. The Care Worker will explain the reasons for the wasted journey.
3. The service user's Care Records and the Care Worker's record will be annotated with the details of the wasted Journey as a note in People planner.
4. The Domiciliary Care Services Manager will attempt to make contact with the service user to discreetly discuss the reasons for the wasted journey. This is particularly important where this has been due to the service user refusing to let the Care Worker enter his / her home, or where the service user has not allowed the Care Worker to carry out a particular task. Where the circumstances indicate possible non-compatibility of the Care Worker and service user, consideration will be given to changing the service user's Care Worker. In this event *Policy No 3010* refers.
5. Where the circumstances indicate a more serious situation, e.g. possible service user abuse, this will be sensitively but thoroughly investigated by the Domiciliary Care Services Manager for possible action.
6. Where the circumstances are due to the service user not being at home and not notifying the Domiciliary Care Services Manager, this will be monitored for adverse trends in this respect. If this becomes a regular occurrence the Domiciliary Care Services Manager retains the right to implement the ultimate sanction of withdrawing the Care Service from the service user. However, this will be viewed as a last resort, and prior to this the Domiciliary Care Services Manager will visit the service user to discuss the situation to try and resolve the problem to the satisfaction of all parties.

NB: *Reference Policy No 4305 for Withdrawing the Care Service from a Service User.*

FORMS REFERENCES:

Weekly Duty Log & Time Sheet (Mobizio & People Planner)