

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Home Visit Driver Shift Procedure		Doc. No.	OP040
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure prompt commencement of shift without loss of visiting time. To ensure liaison with the home visiting dispatcher regarding arrival and completion times. To ensure removal of all patient identifiable information from the vehicle at the end of the shift. To ensure accurate record keeping is maintained in-line with the records management strategy.			
Guidelines	To ensure prompt completion of home visits without unnecessary delays.			
PROCEDURE			RESPONSIBILITY	
1	All drivers and clinicians must ensure they follow the operation of the 'Aremote' as specified in this document for their own safety. Failure to do so as instructed will mean that the health and safety of visiting teams in the vehicle may be compromised. Information produced during a home visit must be secured appropriately and in-line with Urgent Care 24 policy. DRIVERS AND CLINICIANS ON SHIFT ARE REMINDED NOT TO USE THE VEHICLE FOR ANY PURPOSE OTHER THAN VISITING PATIENTS.		Urgent Care 24 Driver / Clinician	
	Driver is to report to the home visit dispatcher or shift manager at the start of shift to ascertain which vehicle they are to be assigned to and which clinician they may be working with. They must then proceed to ensure the car and the equipment to be contained within them are checked and set-up accordingly and efficiently before going out on the road, to ensure a smooth transition of the home visiting shift. Collect equipment as follows: <ul style="list-style-type: none">• Vehicle keys• Mobile phone x2 (driver and clinician)			

2	<ul style="list-style-type: none"> • Laptop • Drivers Vehicle Check Sheet • Vehicle Mileage Form • Home Visit Log Sheet / Daily Car Check • Clinician bag (if clinician has not already collected) • Prescriptions – ensure clinician has collected and signed for from dispatcher <p>*Medications – emergency and non-emergency</p> <p>All medications as above must be placed in the vehicle at the beginning of your session and removed from the fleet vehicle at the end of your session.</p> <p>Each 'Med' car must be cross checked to ensure the car has been fitted with the medication items listed below at the start of the session. Failure to do so could dramatically impact the home visiting session. If any of the items below are not tagged this they must be brought to the attention of the shift manager or a member of the senior operational team / meds management team and an alternative sought.</p> <p>No driver or staff member must enter the medicines management room unaccompanied. A shift manager or a member of the senior operational team / meds management team must accompany at all times.</p> <p>All items must be collected from and returned to the medicines management room for storage, and the 'Medicines and Equipment Access' sign-in sheet completed.</p> <p>Medications Emergency and Non-Emergency List:</p> <ul style="list-style-type: none"> ⊕ Medication boxes more commonly known as A and B boxes ⊕ Emergency bag (resus bag) ⊕ Nebuliser <p>Additional items that can remain in boot of the vehicle:</p> <ul style="list-style-type: none"> • Defibrillator • Winter pack (torch, blanket, break-down triangles etc.) • Clinician bag (Runcorn daily, Knowsley base during in-hours only or set-up whilst awaiting further instructions from the shift manager or a member of the senior operational team if not out on the road imminently) <p>None of these items should be stored in plain sight while out on the road and must always remain in the boot of the vehicle,</p>	Urgent Care 24 Driver
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	unless the clinician feels it is appropriate and requires any item to aid the home visit, but the driver must cross check that all items are returned safely.	
3	<p>Security of UC24 Vehicles and Medications:</p> <p>No fleet vehicles should be left unattended at any time if any of the medication items listed above are placed in them. You must check all cars doors and windows have been locked and closed before walking away from the vehicle.</p> <p>If at any time you are at one of the Urgent Care 24 bases such as Wavertree HQ, Knowsley base (in-hours) or Halton base (Runcorn Hospital) and are not due to go out on home visits and the car has been fitted out with the medication, you must either remain with the vehicle or bring the medication items back on-site whilst you await further instructions. This applies to all staff regardless of session times worked (day, evening or overnight). If you are at any other location other than those described above, you must remain with the vehicle. The on-site storage for the above centres is:</p> <ul style="list-style-type: none"> • Wavertree HQ – meds room • Knowsley – trolley storage room • Halton – main store cupboard <p>Exceptions to this rule are:</p> <ul style="list-style-type: none"> • You are at one of the following locations, Wavertree HQ, Halton base or Knowsley base and none of the items from the medications list above have been placed in the vehicle • You are called into a home visit to assist a clinician due to an emergency. Before leaving the vehicle you must ensure all items are placed out of sight, either in the boot or under the seats • Breaks – whilst on the road you must not go with the clinician at the same time, you must go separately to ensure the vehicle is not unattended. If you are at one of the above bases and it is for a 'bathroom break' it is acceptable in this circumstance, if it is a dinner break items must be brought back on-site 	Urgent Care 24 Driver
4	<p>The following checks should be made on the vehicle and recorded on the driver check sheet:</p> <ul style="list-style-type: none"> • Check for any damage to the vehicle, record and report to the shift manger if there is • Check there is enough fuel in vehicle, if there is not report to the shift manager 	Urgent Care 24 Driver

	<ul style="list-style-type: none"> • Check the lights are fully operational, together with indicators • Check that the tyres are roadworthy i.e. no nails in tyres, fully inflated • Tyre pressure gauge is located in the shift manager's pedestal – this must be signed in and signed out • Wipers and washers are fully operational <p>Complete the rest of the checks from the 'Drivers Vehicle Check Sheet' during commencement of the shift.</p>	
5	<p>Driver is to switch on the laptop and log into the 'Aremote' system.</p> <p>Ensure the system is up and running and the internet connection is working. If the connection is not, click on the signal icon (bottom left of the screen) to ensure that you have a signal, clicking on this icon will also allow you to reconnect. Log into Adastra in the normal way. Be aware that the boot up time can take up to ten minutes to activate.</p> <p>A step-by-step pictorial instruction booklet for 'Aremote' is available for every driver and a copy is located in the vehicle's file which should be retained in the vehicle at all times for reference by the clinician or driver.</p> <p>If any further issues persist inform the dispatcher or shift manager. You may need to implement the paper process.</p>	Urgent Care 24 Driver
6	<p>All drivers must log on to the 'Adastra' system to ascertain if there are any e-mails that need to be read and log out at the end of the session.</p>	Urgent Care 24 Driver
7	<p>Inform the home visit dispatcher that you are ready to commence your first journey, if required to do so, and that the first call can be passed (refer to instruction manual).</p> <p>Under normal circumstances the driver and clinician are expected to have departed within a maximum of fifteen minutes of commencement of the shift if visits are required.</p> <p>Complete the vehicle mileage form before starting off and when finishing.</p>	Urgent Care 24 Driver / Shift Manager / Home Visits Dispatcher
8	<p>Once in the vehicle ensure you acknowledge visits by selecting the refresh button on screen (refer to instruction manual). The patient's address will be highlighted in the bottom right hand side of the screen (refer to instruction manual). When en-route to a visit the driver must</p>	Urgent Care 24 Driver / Home Visit Dispatcher

	select the 'en-route' option to ensure the visiting dispatcher is aware that you are on your way to the visit.	
9	Immediately upon arrival it is essential that you select the 'Arrived' option. This is for your safety to ensure that the dispatcher is aware of your location at all times. The driver must complete the 'Home Visit Log Sheet' (reverse side of the car check form).	Urgent Care 24 Shift Manager / Home Visit Dispatcher / Driver
10	The driver must keep in constant contact with base whilst on shift, informing the dispatchers of arrival and departures, so they can prepare what home visit to designate next to that driver. Also to inform of any delays or issues that may have arisen on shift so that base is aware at all times.	Urgent Care 24 Driver / Home Visit Dispatcher
11	The driver or clinician at times may be required to contact the patient, or individual ringing on behalf of the patient, prior to visiting them once the clinician has completed the home visit information in Adastra. This is to inform the patient / carer of estimated time of arrival and to obtain any information that may contribute to finding the property and gaining access.	Urgent Care 24 Driver
12	Once all visits are completed please ensure you select the 'en-route base' option (refer to instruction manual). Clinician will complete all calls on the 'Aremote' system after completing the visit in a timely fashion.	Urgent Care 24 Driver / Clinician / Shift Manager
13	Clinicians are instructed to place all of their paperwork in the appropriate folder and pass to the driver upon completion of the shift. Drivers are instructed to complete the 'Home Visit Check Sheet' and must hand the folder containing paperwork to the shift manager / dispatcher who will be required to complete and file appropriately. The shift manager can delegate this task to a responsible person such as the team leader or dispatcher. The paperwork must be handed to the next home visiting doctor prior to them leaving base and handed back at the end of each shift for checking. It is the responsibility of the driver to ensure the vehicle is re-fuelled or that the shift manager is aware that the vehicle needs re-fuelling. Any damage to the vehicle must be reported to the shift manager.	Urgent Care 24 Driver / Clinician / Shift Manager

	<p>Return all equipment back into the building and place back to its designated areas.</p> <p>Report to dispatcher / shift manager at completion of shift and ensure all items and any paperwork left by the clinicians have been removed from the vehicles.</p>	
14	<p><u>Additional Information</u></p> <p>All cars have a vehicle tracking system so your location, speed and journey details can be tracked.</p> <p><u>You as the driver</u> of the vehicle will be liable for any driving offences gained whilst using one the UC24 Vehicles. NOT UC24. You must abide by the highway code at all times.</p> <p>In case of a breakdown, please see the back of the 'Vehicle Mileage Sheet' this contains the contact number you will need.</p> <p>Please do not use the back doors of the building to gain access to the cars, these are for fire exit usage only. All entry in and out must be via the main entry of the building.</p>	Urgent Care 24 Driver

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Title		Home Visit Driver Shift Procedure		Doc. No.	OP040
Version			V7		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			07.10.2013 (original)		
Department of Originator			Operations		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Managers		
Date Issued			2013 (original)		
Next Review Date			October 2019		
Target Audience			Operations		
Version	Date	Control Reason		Accountable Person for this Version	
V1 - V6	2013 - 2014	Review		Head of Operations and Performance	
V7	23.06.2017	Review and update		Logistics Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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