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Description automatically generated **Promise Care Services Ltd**

# MISSED VISITS

Scope

* **Policy Statement**
* **The Policy**
* Reporting Missed Visits
* Safe Guarding Issues
* Other Considerations
* **Related Policies**
* **Related Guidance**
* **Training Statement**

Policy Statement

This policy is written on the premise that a missed visit to any user is a serious occurrence and is not to be the norm for our level of service. It can have serious consequences for our service users and the company and must be responded to in a professional and timely manner.

The Policy

Reporting Missed Visits

Staff who miss a visit must follow the following process whenever they are unable to fulfil a scheduled visit, arranged by the company and assigned to a staff member, which reflects the NICE Quality Standard (QS123) Quality Standard 2 Plan for Missed or Late Visits, published in June 2016.

**Note:** this policy must be viewed as separate from the Sickness or Absence Policy.

Missed visits can occur for various reasons that are out of the normal occurrences, e.g.

* Road traffic control measures such as road closures, traffic accidents, etc.
* Misreading by the staff of visit schedule, especially where there are last-minute changes.
* An error in the scheduling process.
* Miscommunication between the service user and the organisation, particularly where there are numerous cancellations of visits.

The list is not exhaustive but serves only to give examples.

Immediately staff become aware of a missed visit, they must report it to the office, or, the duty out of hours’ supervisor, as appropriate. They must have the following details to hand:

* Name of service user.
* Date and time of expected visit.
* Reason for non-visit.
* Actions taken by them, if any, to respond to the situation, i.e. arranged cover by another staff member which turns into a late call, not a missed visit.
* Consequences for the service user, e.g. late medication, double-up visit notifications, missed day centre transport etc.

On receipt of the report of the missed visit, management will take the appropriate action to ensure the visit is covered, including any family or representative in the decision-making process of how the visit is to be covered.

Safeguarding Issues

To safeguard the service user several things must be completed and recorded

* An immediate check is made on the service users’ welfare, using communication appropriate to the service users’ level of understanding, e.g. by phone, physical check by a neighbour, family, etc.
* Is the visit still valid? If not, why not?
* If a staff member is required to cover the visit, the actual visit time must be entered on the visit schedule as a late call.
* The use of emergency services should be considered where there is the possibility of significant harm to the service user.
* An incident report form should be completed.

Other Considerations

On the completion of the Incident form, and where the missed visit cannot be covered, a safeguarding alert should be made to the relevant local authority, in line with the provider’s responsibility to alert when people have been placed at risk.

The family should be informed, including the steps taken to resolve the situation.

Any staff misconduct should be processed using the Disciplinary Policy.

If a safeguarding referral is instigated, a Care Quality Commission notification should also be completed.

Related Policies

Adult Safeguarding

Business Contingency and Emergency Planning

Disciplinary

Monitoring and Accountability

Out of Hours Emergency on Call Cover

Responsive Services

Related Guidance

NICE Quality Standard (QS123) Quality Standard 2 Plan for Missed or Late Visits, June 2016:

[https://www.nice.org.uk/guidance/qs123](about:blank)

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024