****

**Late and Missed Visits Policy**

**[Date of Issue]**

|  |  |
| --- | --- |
| Policy Lead: | [Policy Lead] |
| Version No. | 1 |
| Date of Issue: | [Date of Issue] |
| Date for Review: | [Date of Review] |

CONTENTS

[1. Introduction 3](#_Toc148009400)

[2. Policy Statement 3](#_Toc148009401)

[3. Scope 3](#_Toc148009402)

[4. Procedures 3](#_Toc148009403)

[5. Missed Visits 4](#_Toc148009404)

[6. Late Visits 4](#_Toc148009405)

[7. Staff Responsibilities 5](#_Toc148009406)

[8. Monitoring 5](#_Toc148009407)

[9. Related Policies 5](#_Toc148009408)

[10. Legislation and Guidance 5](#_Toc148009409)

[11. Summary of Review 6](#_Toc148009410)

# Introduction

[Company Name] recognises that missed home care visits can have serious implications on a vulnerable client’s health and wellbeing. This is particularly important for clients who live alone and may not be able to alert others if a missed or late visit occurs.

This policy is designed to safeguard all our clients in the event of a late or missed visit. The procedures allow for the identification of any errors that may have led to a late or missed visits and ensure the thorough review of how this can be prevented in the future.

# Policy Statement

The aim of this policy is to safeguard clients by clearly detailing the procedures that should be followed in the event of a late or missed visit. Regular audit of any late or missed visits will ensure client safety and is paramount to ensuring late or missed visits do not happen again in the future.

The Registered Manager is responsible for ensuring this policy remains up to date and in line with current guidelines for best practice.

# Scope

This policy applies to all staff members at [Company Name], but in particular those undertaking client visits.

# Procedures

If a staff member realises they have missed a client visit, the on-duty manager must be informed immediately for the client’s safety to be secured.

Any staff who is noted to regularly miss visits or arrive late, may potentially result in disciplinary action, which may lead to dismissal. This will be especially relevant if it is found that a client was placed at undue risk or if the missed or late visit resulted in a serious adverse outcome (e.g., injury or death).

All clients **must** have contingency plans recorded on their file and care plan for how staff should respond in the event of a late or missed visit. This is particularly essential for those who are vulnerable (e.g., frail, elderly, lacking capacity).

# Missed Visits

Where a client, person associated with them or a staff member reports a missed visit to [Company Name], staff members will:

* apologise to the client and confirm their immediate safety
* inform the on-duty manager who will then offer/arrange for staff to attend the client immediately if possible
* where an immediate visit is not possible, a contact number of an appropriate person (e.g., relative, neighbour, friend) must be held on record to allow for the immediate safety of the client to be secured
* record the missed visit following the procedures in the Accident and Incident Policy
* identify if an informal or formal complaint has occurred because of the missed visit and investigate and respond following the procedures in [Company Name]'s Compliments and Complaints Policy
* if there are concerns that the missed visit occurred as a direct result of staff negligence, the Registered Manager will investigate and, if necessary, initiate a disciplinary procedure as per [Company Name]'s Disciplinary Policy.

# Late Visits

Once it is identified that a staff member is going to be late, staff members will:

* inform the client immediately, if they are not already aware, along with an expected time of arrival
* inform the on-duty manager
* if there is likely to be a ‘knock on effect’ to other clients, alternative staff will be sourced to either cover the late visit or the next visit
* a record of late and near-missed visits should be maintained that includes the client’s details, details of the staff member affected, date and time of booked visit, reason for lateness and how many minutes late the visit was. This will be audited to identify any staff who are repeatedly late and/or if alterations to rotas, visit times etc., are needed
* a review of the client’s care plan may be required if the booked visit time is being regularly exceeded ([Company Name] will account for travel times, care needs etc).

# Staff Responsibilities

To prevent missed or late visits, staff at [Company Name] are responsible for:

* checking their rota
* taking note of any short notice rota changes and ensuring they are contactable for these to be disseminated
* [delete if appropriate] night staff should inform the on-duty manager that they have arrived safely
* reporting any missed or late visits as soon as possible
* comply with any investigations occurring as a result of a missed or late visit.

# Monitoring

The effectiveness of this policy will be monitored through routine audit and investigation into any adverse events, complaints or staff/client feedback.

# Related Policies

* Compliments Policy
* Disciplinary Policy
* Incident Management Policy
* Safeguarding Policy

# Legislation and Guidance

**Guidance**

* NICE Guideline [NG21]: Home care: delivering personal care and practical support to older people living in their own homes,
* [Recommendations | Home care: delivering personal care and practical support to older people living in their own homes | Guidance | NICE](https://www.nice.org.uk/guidance/ng21/chapter/Recommendations#delivering-home-care)
* Quality statement 2: Plan for missed or late visits | Home <https://www.nice.org.uk/guidance/QS123/chapter/Quality-statement-2-Plan-for-missed-or-late-visits>

# Summary of Review

|  |  |
| --- | --- |
| Version | 1 |
| Last amended | [Date of Issue] |
| Reason for Review |  |
| Were changes made? |  |
| Summary of changes |  |
| Target audience | Care staff, Managers |
| Next Review Date | [Date of Review] |