

Transport Policy – Practice Guidance Note		
Secure Transport – V04		
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Appendices – attached to Practice Guidance Note		
Appendix No.	Description	
Appendix 1	<u>Risk assessment guidance</u>	
Appendix 2	<u>Contractor contact details</u>	

Appendix – separate to Practice Guidance Note	
Appendix No.	Description
Appendix 3	<u>Booking form</u>

1 Introduction

- 1.1 This Practice Guidance Note (PGN) outlines the process in place for booking secure transport. (Secure Transport is a vehicle with lockable doors.)
- 1.2 This service is provided by an external contractor (in addition contracted taxi companies can be used to transport routine low level risk patients e.g social activities. The relevant policy is TP-PGN-04). The contractor(s) will be used for planned and unplanned journeys. Where possible, journeys should be planned well in advance.
- 1.3 This PGN describes the processes that should be followed in relation to secure transport within Cumbria Northumberland, Tyne and Wear NHS Foundation Trust (the Trust/CNTW).

2 Responsibility

- 2.1.1.1 Overall responsibility for the management of this PGN rests with the Group Director central locality care group. The remit for service user transport and day-to-day responsibility lies with the Facilities Service Manager (General Services), Telephone 0191 246 7285 (Ext. 57285) at St Nicholas Hospital.
- 2.2 Line Managers are responsible for ensuring employees act in accordance with this document.
- 2.3 Employees must ensure they act in accordance with this document, particularly in relation to following the appropriate booking procedure.

3 Scope

- 3.1 This PGN relates to booking of secure transport for the transportation of the Trust's services users.

4 Assessing whether secure transport is needed

- 4.1 In order to assess whether secure transport is needed a Risk Assessment should be completed in conjunction with the Care Plan taking into account the risks described below:
 - The physical health of the service user being transported
 - Risk of absconding
 - Risk of restraint during transfer

- Transport of service users with a high public profile
- A risk assessment guidance is attached at appendix 1 for support in reaching a decision of which vehicle to be used and the number of staff/escorts required

4.2 There are two categories of vehicle available ([see also photographs attached to this PGN](#)):

4.2.1 Service users who need to travel in a compartment which is separate from staff and the driver

- A vehicle which contains a minimum of a one person compartment and a separate area allowing staff to be separated
- The vehicle is supplied with a minimum of one driver and additional contractor staff can be requested, who are trained in First Aid, PMVA and use of mechanical restraints

4.2.2 Service users who can travel alongside staff but separated from the driver

- A vehicle with a partition between the driver and the service user and accompanying staff, and supported by staff trained in PMVA and the use of mechanical restraints

4.3 If it is decided that secure transport is needed, follow the process outlined in section 5.

5 Booking Process

5.1 Contact should be from ward staff directly with the contractor – contact information can be found on Appendix 2, or through contact points for taxis using the form attached on Appendix 3. See flow chart overleaf for process.

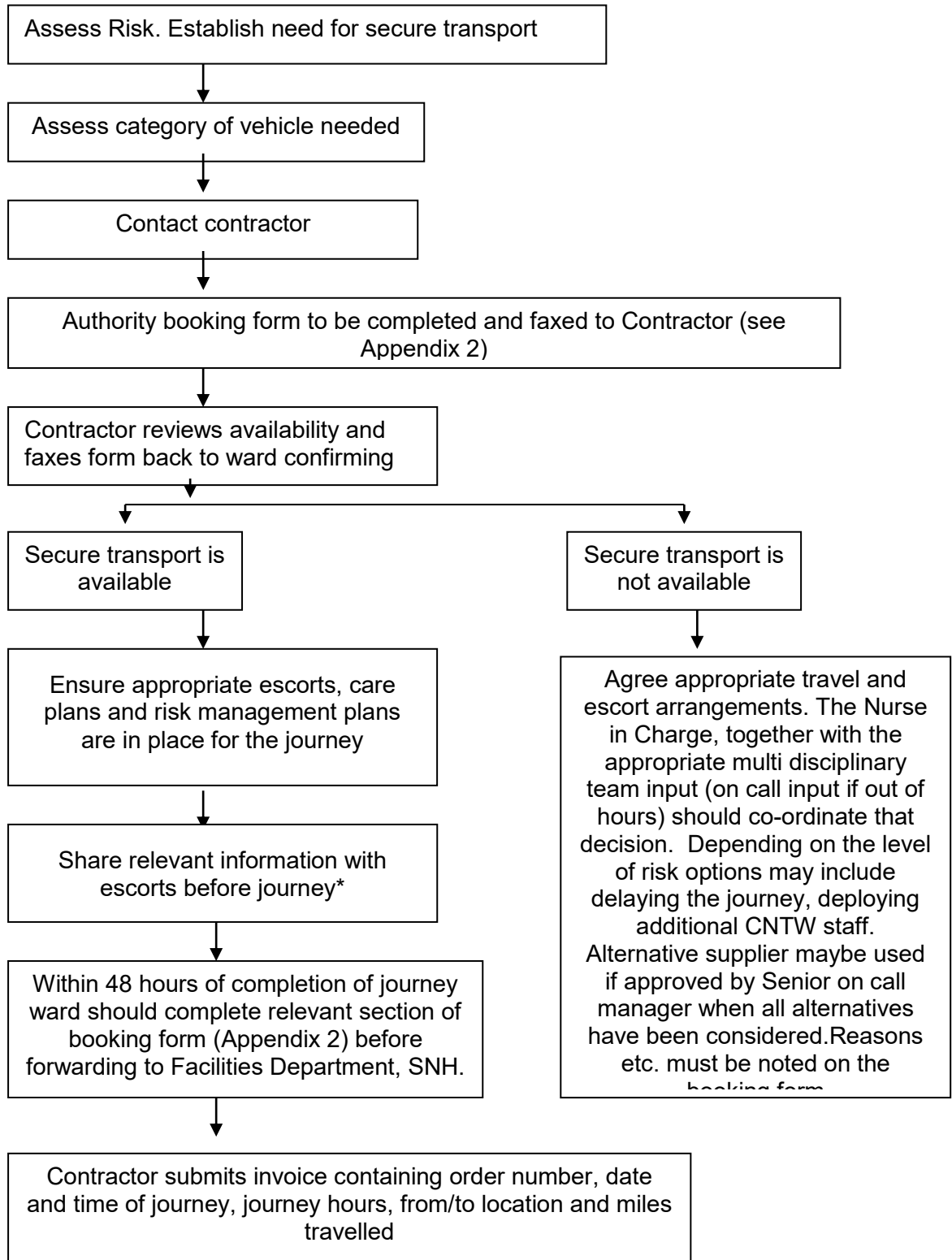
5.2 Urgent requests should be made by telephone from the ward staff direct to the contractors. This should be followed up with the form on Appendix 3.

5.3 Each provider will advise within 30 minutes, unless the request was for an urgent service, whether they can assist in providing secure transport services.

5.4 Once the journey is completed the form should be forwarded to the Facilities department at St Nicholas Hospital as soon as possible who will then arrange processing of orders/invoices and contractor performance information etc.

5.5 This process is outlined in the diagram overleaf

6 Process Diagram

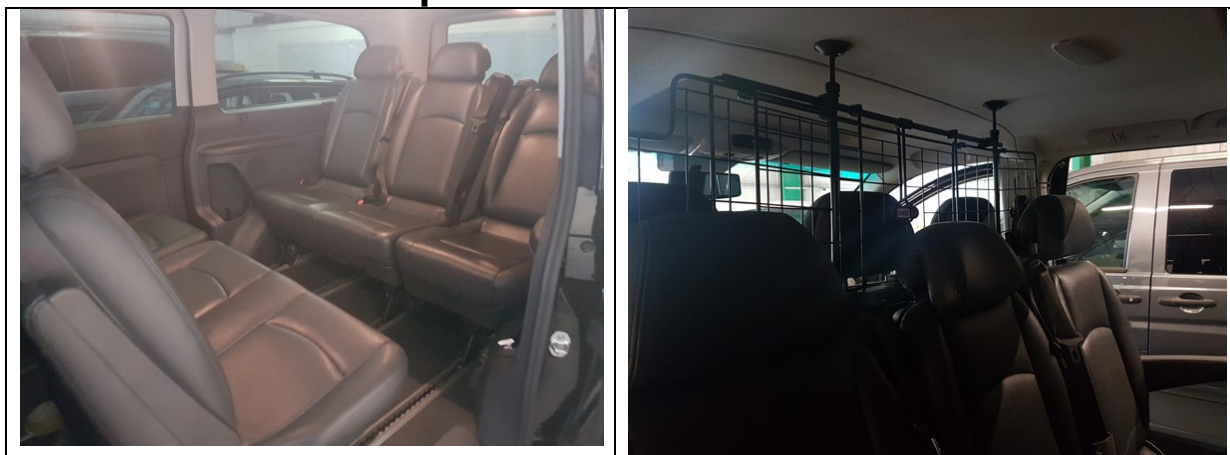


- CNTW staff escorts should be fully briefed with regards to the service user's needs, care plans and risk assessment. The Risk Assessment should include details of what information, if any, needs to be given verbally to the driver at point of handover. (e.g. phone numbers in case of accident, when and where to stop) This is only likely to apply to drivers from NEED, G4S or IAS.

Examples of celled vehicle



Examples of non-celled vehicle



Appendix 1

Risk Assessment Guidance

Score	Transfer Risk Level	Staffing Requirements
0 – 4	Risk Level 1	1 x ERS Driver required (accompanied by 1 x CNTW Escort);
5 – 8	Risk Level 2	1 x ERS Driver required (accompanied by 2 x CNTW Escorts) for journey's over 4 hours;
9 – 14	Risk Level 3	1 x ERS Driver required (accompanied by 1 or 2 x CNTW Escorts) – Medication Dependent;
15 – 20	Risk Level 4	1 x ERS Driver required (accompanied by 1 or 2 x Escorts, CNTW / ERS) – Behaviour Issues / Medication Dependent;
20+	Risk Level 5	1 x ERS Driver required (accompanied by 2 x Escorts, CNTW / ERS) - Heightened Behaviour Issues / Medication Dependent;

	Risk level	Very low risk	Low risk	Medium risk	High risk	Notes
	Score	0	1	9	15	
1	Current behaviour of the patient	Calm and compliant	Calm and compliant but previously unpredictable. Not a current issue	Verbally aggressive, unpredictable but reasonably compliant to verbal instructions or commands	Current risk of physical aggression. Poor compliance to verbal instructions and commands	
2	Specific trigger behaviour	No triggers identified	Triggers identified but unlikely to be encountered	Triggers identified likely to be encountered but reasonably compliant to verbal command	Specific triggers identified and likely to be encountered leading to difficult control situations	Triggers such as race or gender based issues would be examples of trigger behaviour. Triggers need to be identified at time of booking
3	Knowledge of the journey	Aware of journey and happy with such	Aware of journey not pleased but willing	Aware of journey but may need encouragement	Aware of journey and refusing or unwilling. Not aware/not yet informed	Staff at unit need to understand the implications of not informing the patient of the journey. This would by default make the patient HIGH RISK. Offer the opportunity to re-assess the transfer
4	Self-harm history	No historic or current risk of self-harm	Previous suicidal thoughts but no recent attempts to self-harm	History of self-harm attempts and ongoing risk/attempts	Severe risk to self. Previous significant threat to life or limb. Close watch required as ongoing attempts of self harm	
5	Absconion risk (NA to informal patients)	Patient mobility restrictions renders absconion	No recorded history of absconding. No immediate risk identified	History of absconion and a continued risk	Ongoing current risk or clinical concern that intention to	

		extremely unlikely			abscond is present	
	Score	0	1	9	15	
6	Physical intervention	No history of physical intervention	History of physical interventions, but not anticipated for the planned journey	Potential of physical intervention being required	Required	Height and weight important for crews to understand the physicality of the patient
7	Mechanical restraint	No history of mechanical interventions	History of mechanical interventions, but not anticipated for this journey	Potential of mechanical intervention being required	Required	Height and weight important for crews to understand the physicality of the patient
8	Medication information	No medication requirements	Routine medication being taken and can self-medicate on route if required. No medication specifically for journey	May need nurse administered medication or I/M medication during journey. Refusing to take their medication	Possible need for Rapid tranquilisation – see 'Management of rapid Tranquilisation CNTW(C)02 policy	Medium and high risk categories to automatically generate RMHN required on vehicle



**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust
Appendix 2

Contact Details

ERS Medical-Primary Contact

In Hours

07.00 – 20.00 hours Monday to Friday
08.00 – 16.00 hours Saturday and Sunday

Telephone : 0333 2404919

Out of hours

20.00 – 07.00 hours Monday to Friday
16.00 – 08.00 hours Saturday and Sunday

Telephone : 0333 2404077

Email : CNTW@ersmedical.co.uk

SMT Ambulance Service –Secondary Contact

Tel: 03335 778806 (24 hours)
Mobile 07974469560