



POSITIVE FUTURES

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Name of Guidance:	Guidance for staff accompanying the people we support on holidays (Supported Living Services & Peripatetic Housing Support Services)		
Policy this guidance is governed by:	n/a		
Lead Person:	Operations Director		
Next Review Date:	24.04.24		
Change Record			
Issue Date	Nature of Change	Ratified by	Date ratified
08.12.08	Changes to terminology.		
19.09.11	Details costs paid for by the people we support; details payments to staff; details the new process for Service Managers to notify Finance Department about these payments	SMT	June 11
08.07.16	Introduction of “stand by” support	MD	08.07.16
24.04.19	Clarification added around arrangements for rest breaks when one staff member is supporting a person on holiday	MD	15.03.19

Signed: Emma Hogg, Personal Assistant

Date: 24.04.19

Guidance for staff accompanying the people we support on holidays

Context for the Guidance

We support people to go on holiday if they wish. Staff may be asked to accompany the people we support on holiday.

Aims of the Guidance

To:

- ensure consistency and clarity about arrangements for staff supporting individuals on holiday
- ensure that staff are adequately remunerated for the support they provide to individuals on holiday
- provide guidance to the people we support on their responsibilities for all costs for a holiday.

Definition of a holiday

A holiday is a period of time of at least 24 hours, including an overnight stay away from the person's home (and when the person is supported by staff for at least some part of the time).

Planning support and costs needed for the holiday

When planning a holiday, the full costs of the holiday to the person supported will be provided to the person and, if appropriate, their representative.

Positive Futures is conscious that, along with most of the general public, the people we support regard holidays as a luxury to be planned and saved for. Plans for a holiday should be noted in the individual's Person Centred Portfolio along with ideas for saving the money for the holiday. The Holiday Planner proforma is available as a tool to help the person identify all the costs of the holiday.

People we support and/or representatives must be clear on the available options for staff support during holidays (see Appendix 1 for these available options). In addition, where required, risk assessments linked to the holiday will be completed to inform holiday planning and the options for staff support. The discussion between the Service Manager / delegated manager and the person we support and/or his/her representative should lead to an informed choice based on transparency and reflect our commitment to financial stewardship to the person we support. The option that the proposed holiday does not proceed may also need to be part of the discussion.

Once a decision is made on the options, an agreement must be drawn up and signed.

The cost of a holiday

All costs incurred will be paid for by the person supported. This includes:

- The full cost of the holiday to include insurance, emergency costs and any other costs associated with the holiday
- The staff member's costs to accompany the person, e.g. hotel, accommodation, meals and activities
- The staffing costs to support the person on holiday. The staff member will be paid their contracted hourly rate of pay for all day time hours they support the person, with a minimum of 12 hours per day (this may vary on the day of departure and return or by a separate agreement). The schedule of support options depending on the needs of the person we support and the associated costs are shown at Appendix 1.
- In terms of night time support, the person supported may avail of a range of the following support options:
 - For some people we support, no support at night time may be required.
 - "Stand by" support may be provided by staff at the end of their day shift, when a staff member does not have to stay in the same location as the person we support but needs to be available if needed. Staff providing "stand by" support can consider this as free time but must be:
 - contactable by phone (see Guidance on use of phones)
 - able to reach the person we support within 15 minutes
 - fit for work if required i.e. not under the influence of alcohol or drugs.
 - Staff providing night time support must remain in the same location as the person we support at all times and be able to provide immediate support at night if required.
 - If staff are on holiday with a person we support but are not required to provide support of any nature at night, staff have free time for this period of time.

The only costs **not** paid for by the person supported will be the usual contracted cost of the person's daily, and where relevant, night time support. However, if the support the person receives when "at home" is "shared" with other people, he/she will be responsible for **all** staff time supporting him/her on holiday which is in addition to the usual support provided when "at home".

Generally, all staffing costs (including any costs incurred if a person we support avails of "stand by" support and requires support at night) are invoiced retrospectively.

Staffing arrangements are dependent on the needs of the person we support. All support payable by the person we support will be agreed with that person or their representative prior to going on holiday.

Staff will be informed of these agreed arrangements and the associated payments with these arrangements (as outlined in Appendix 1).

These arrangements are agreed so that:

- The appropriate support is in place
- Correct costs have been agreed for the people we support
- Correct payments are made to staff
- Staff receive appropriate rest periods.

These arrangements may be subject to changes as a result of circumstances that arise during the holiday and retrospective costs and arrangements for compensatory rest periods following the holiday may need to be made.

Service returns

Any excess staff hours or night time costs should be included in the monthly return of hours together with normal excess hours.

Services also need to complete the Supporting people on holiday calculator and send this to the Finance Department to enable them to invoice the person we support for the holiday costs.

Managing holiday support fairly

There is potential for staff accompanying people on holiday to receive greater remuneration for their work than in their usual work setting, possibly in an interesting and pleasant environment. However, supporting someone in an unfamiliar place with unfamiliar people is a significant responsibility.

Service Managers are required to manage the allocation of staff to support people on holidays fairly and consistently within the Service and their decision about who provides the support is binding. The Service Manager should use staff matching to help identify appropriate staff.

Staff rest periods

Staff are entitled to a rest period of 11 hours between shifts and arrangements will be planned in advance to ensure these rest periods are provided (e.g. waking night support provided by other staff). Staff are also entitled to a 20 minute break in each

shift lasting more than 6 hours. In exceptional situations, if these rest periods do not occur (e.g. if a staff member providing the day time support subsequently provides some support at night time as a result of being called on “stand by” to provide support), staff should record the number of actual hours worked so that compensatory rest periods can be provided on the return from holiday.

When just one staff member is supporting a person on holiday, managers should agree reasonable arrangements for breaks with the person we support / his/her representative, staff and the HSC Trust to ensure all arrangements guarantee safe and effective support at all times.

Related Documents

Forms/Templates
<ul style="list-style-type: none">• Holiday Planner• Supporting people on holiday calculator (see Appendix 2 for guidance on how to use this)

Appendix 1

Support options and costs

Type of support provided on holiday	What staff are paid
Waking time (day or night)	Contracted rate of pay (minimum of 12 hours per day for each full holiday day)
Night time support	Night time support rate (8.5 hours in duration)
Stand by	Night time support rate (“stand by” is 8.5 hours in duration)
Free time (staff not required to provide support)	No payment

Appendix 2

Calculating the cost of providing support to people on holiday

Where we provide support for people on holiday, they have to pay any costs that we incur because of this.

The basic rule is that any extra support not paid for by the funding we receive should be paid for by the person we support.

However, for people living in shared houses, this is not as simple as working out the difference between the support they receive when at home and the support they receive when on the holiday. Where the staff support is “shared” with other people when at home, we need to consider how much of this time remains in place in their house to support those who are not going on holiday. For example, if a night time support arrangement is “shared”, and it is still in place in the house when the person is on holiday, the person going on holiday would have to pay for extra night time support even if it is a part of his/her usual support package.

We have provided 2 examples below to explain this. Please note that hours of support are for illustrative purposes only.

Example 1

Paul shares a house with Mary. On the staff establishment, we provide a total of 10 hours on a weekday and 15 hours at the weekend for both persons. There is night time support every night.

Paul goes on holiday with staff from Wednesday to Sunday.

While Paul is on holiday, we will still have to provide Mary with 10 hours on a weekday and 15 hours at the weekend with night time support.

Paul must therefore pay all the costs for staff supporting him for the holiday.

Example 2

John shares a house with Kevin. On the staff establishment, we provide 20 hours on a weekday and 24 hours at weekends. There is night time support every night.

John goes on holiday with staff from Wednesday to Sunday.

While on John is on holiday, we need to provide Kevin 10 hours on the weekday and 15 hours at the weekend with night time support.

John must therefore pay the cost of the holiday support hours he requires over and above the 10 hours on a weekday and the 9 hours at the weekend (as these hours are already paid for by funders). John might have to pay for night time support while on holiday, if that is the most appropriate type of night time support for him. If John does not require night time support, he may choose to pay for “stand by” support. If no night time support is provided, this is staff free time and John is not charged.

All other costs that would not be incurred in the normal day to day support situation also have to be taken into consideration. This includes costs for the accommodation, activities and travel, including staff costs for these.

Procedure for calculating the cost of providing support to people on holiday

Complete the Supporting people on holiday calculator spreadsheet as follows:

1. Calculate the support we normally provide in total for the house where the person going on holiday lives for the period they propose to go on holiday (X).
2. Calculate the support we will continue to provide in the house for the period the person goes on holiday (Y). For “stand by” and night time support, this is the number not hours.
3. Calculate the support we will provide the person on holiday (Z).
4. Work out the staff mix providing the support on holiday (i.e. Senior Support Worker / Support Worker / Relief Support Worker).
5. Key this data into the holiday calculator spreadsheet and this will calculate the cost (have a look at the demo page to guide you).
6. Forward a copy of the completed holiday calculator to the Finance Department for our records or if you require any help to complete this.
7. Inform the person wishing to go on holiday of the staff costs involved. Also make clear that staff expenses will also be due.
8. After the holiday, the Finance Department will invoice the person for the actual staff costs and expenses.