



## **Service User Sickness**

### **Introduction**

From time to time people we work with become unwell. We recognise that this is part of daily life and where possible we will accommodate these unexpected needs.

Occasionally we are unable to care for people who become unwell while using our services. We are unable to accommodate new or increased health issues if they vary widely from the assessed need of that person.

We also need to be mindful of the health and wellbeing of other people using our service and colleagues. If people are at risk of infection or injury due to another person's physical or mental health will ask for the person to leave our setting.

This policy applies to all services in the EnhanceAble group.

### **What can be expected of us?**

- We will administer first aid by qualified people
- We will call emergency services if necessary
- We will accompany people to hospital.
- We will be as helpful as possible
- Where ever possible we will accommodate their additional needs and keep them in the service.

### **What We Can't do.**

- Keep someone on site who needs to be in the comfort of their own home. We think people have a right to their home comforts when they are ill as non-disabled people do.
- Keep someone on site who is expressing they are ill and wish to go home.
- Keep someone on site who is in a mental health crisis, hallucinating, in psychosis. We are not mental health specialists and are not equipped or resourced to deal with this.
- Keep someone on site who is posing a risk of infection (other than usual colds and coughs)
- Keep someone on site who is posing a risk to others due to behaviours caused by health issues.
- Continue to work with someone that we do not have the skills to support.

### **Our Expectations**

- Parents/homes etc to be available on the telephone when their relative/resident is with us. If not always home/staffed then we require mobile numbers/on call contacts.

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- Prompt agreement to pick someone up (if that is usual) or be at home to receive them if we provide transport.
- Meet us at hospital within one hour if someone is taken to hospital
- If you are going away, arrange for a friend or relative to take the above roles in your place and inform us of who this will be and give us contact details.

## **Decision Making**

Service managers and Assistant Managers at EnhanceAble will make decisions relating to this policy.

## **What Might Happen?**

If you do not comply with this your service may be withdrawn. We are unable to take risks with people's wellbeing.

## **Governance & Review**

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