



POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

Name of Guidance:	Accompanying Individuals on Holiday Guidance (Supported Living & Peripatetic Housing Support Services)		
Policy this guidance is governed by:	n/a		
Lead Person:	Operations Director		
Next Review Date:	14.10.30		
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
14.10.25	Minor wording changes	OD	15.09.25

Accompanying Individuals on Holiday Guidance (Supported Living & Peripatetic Housing Support Services)

Aim

To:

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

Context

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

Definition

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 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. Please refer to the Human Rights and Restrictive Practices Policy and Procedure for guidance on capacity and “best interests” decision making.

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 those involved in the “best interests” decision making must be clear on the available options for staff support during holidays based

on transparency and financial stewardship (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 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 associated costs.
- The staff member's costs to accompany the person, e.g. hotel, accommodation, meals and activities.
- Additional staffing costs to support the person on holiday. The staff member will be paid their contracted hourly rate of pay for all daytime 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 and the associated costs are shown at Appendix 1.

The person we support does not have to pay the usual contracted cost of the person's daily, and where relevant, nighttime support that would be provided at home.

If the support the person receives when "at home" is "shared" with other people, they will be responsible for **all** staff time supporting them on holiday which is in addition to the usual support provided when "at home".

- In terms of nighttime support, the person supported may avail of a range of the following support options:
 - For some people we support, **no support** at nighttime 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 Using Phones at Work Guidance)
- 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 **nighttime 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.

All staffing costs are invoiced retrospectively.

Staff will be informed of these agreed arrangements and the associated payments (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 because 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 nighttime 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.

Matching holiday support

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 daytime support subsequently provides some support at nighttime 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, staff and the HSC Trust to ensure all arrangements guarantee safe and effective support at all times.

Related Documents

Forms/Templates
• 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)
Nighttime support	Nighttime support rate (8.5 hours in duration)
Stand by	Nighttime 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 to people to go on holiday, they must cover any additional costs to cover this. Any support not paid for by funding we receive should be paid by the person we support. Where support is “shared”, the person going on holiday covers all additional costs that may occur as a result.

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 nighttime 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 their 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.