

## THE STATE HOSPITALS BOARD FOR SCOTLAND

### SUPPORTING VISITOR TRAVEL POLICY & PROTOCOL

Policy Reference Number	PCIS02	Issue: 7
Lead Author	Person Centred Improvement Lead	
Contributing Authors	Person Centred Improvement Team	
	Carers' Support Group	
	Patient Partnership Group	
	Deputy Director of Finance	
	Carers' Trust (Scotland)	
Advisory Group	Person Centred Improvement Steering Group	
Approval Group	Policy Approval Group	
Implementation Date	02/06/2021	
Next Review Date	02/06/2024	
Accountable Executive Director	Director of Nursing, AHPs and Operations	

The date for review detailed on the front of all State Hospital policies/ procedures/ guidance does not mean that the document becomes invalid from this date. The review date is advisory and the organisation reserves the right to review a policy/ procedure/ guidance at any time due to organisational/legal changes.

Staff are advised to always check that they are using the correct version of any policy/ procedure/ guidance rather than referring to locally held copies.

The most up to date version of all State Hospital policies/ procedures/ guidance can be found on the intranet: <http://intranet.tsh.scot.nhs.uk/Policies/Policy%20Docs/Forms/Category%20View.aspx>

**REVIEW SUMMARY SHEET**

<b>No changes required to policy</b> (evidence base checked)	<input checked="" type="checkbox"/>
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<b>Changes required to policy</b> (evidence base checked)	<input type="checkbox"/>
<b>Summary of changes within policy:</b>	

## **1. Statement of Intent**

In promoting person-centred care and treatment, the State Hospital's Board (the Board) recognise the value of maintaining relationships between patients and their families/friends.

The Board is committed to supporting physical visits by families/friends, enabling those who may be financially disadvantaged to travel to the Hospital, whilst maintaining control of associated costs.

Drivers including the Carers (Scotland) Act 2016, the Healthcare Quality Strategy for NHSScotland and The Equality Act (2010), advocate the need to ensure that carers/named persons are equally supported to participate in the care and treatment process. The Fairer Scotland Duty (2018), requires the organisation to pay 'due regard' to reducing the inequalities of outcome, caused by socio-economic disadvantage, as a result of local policies.

Recommendations emerging from the Independent Review into the Delivery of Forensic Mental Health Services (Barron, 2021) acknowledge the existing local practice in relation to contributing to the cost of visitor travel and advocate continuity of practice in this respect.

The Board understands the unique contribution which Named Persons / carers (who are meaningfully involved in the Care Programme Approach (CPA) process), make to the recovery journey and acknowledge the associated costs in relation to physical attendance at CPA Meetings. This is reflected within the reimbursement rates detailed below.

Although the Hospital is readily accessible by car, due to limited services and geographical location, challenges exist for those relying on public transport. Other accessibility considerations include the need to support those with health / mobility issues, visitors who reside in outlying rural areas and those who may be financially unable to fund travel costs independently. Although not legally obliged to do so, in recognition of the unique needs of its patient visitors, the Board continues to provide financial support to ensure families are able to sustain regular contact.

This policy describes the processes supporting fair and equitable support for visitors to access the Hospital which upholds the principles of the Carers' (Scotland) Act 2016.

## **2. Scope**

The policy applies to approved patient visitors (excluding professional visitors, volunteers and those attending Mental Health Tribunals) accessing the Hospital for the purpose of visiting a patient, attending a CPA / consultation / involvement meeting or in response to a request to meet in person with a member of the Clinical Team

Visitors of patients from Northern Ireland receive financial support from the Irish Health and Social Services Board, who fund the cost of the journey to Scotland and any accommodation required. The terms of this policy apply to this group solely in relation to the cost of the journey from where such visitors are accommodated for the duration of their stay (which directly corresponds with visiting dates).

## **3. Modes of Transport**

Visitors may use any of the following modes of transport to access the Hospital:

- Contracted Hospital transport via coach/car from central pick-up point in Glasgow, Edinburgh.
- Own transport.
- Public Transport (e.g. bus, train, ferry).

#### **4. Protocol for Reimbursement of Patient Visitor Travel Expenses**

The patient visitor travel budget forms part of the Person Centred Improvement Service budget within the nursing directorate, managed by the Person Centred Improvement Lead.

##### Process

- Monthly Visitor Travel Claim Forms (Appendix 1) are located in the Carers' Reception, completed and placed in the Visitors' Travel Expense Box within this area. Visitors can choose to complete these forms either monthly or following each visit.
- All travel claims must be submitted within 3 months of the date of the visit, using the appropriate Visitor Travel Claim Form. The Hospital is unable to make payment of any claims received out with this period.
- All receipts must be attached to the claim form.
- The Person Centred Improvement Advisor (PCIA) is responsible for verifying the visit has taken place and reconciling the paperwork.
- The PCIA completes a monthly summary claim form for each claimant the first week of the following month.
- The Person Centred Improvement Lead approves the monthly claim form.
- Approved claims are sent to National Services Scotland for payment to the claimant. by bank transfer on a monthly basis.

##### Terms

- Visitors are expected to purchase the most economical tickets available when using public transport and are therefore requested to book well in advance.
- Visitors travelling a significant distance, within the United Kingdom, who may prefer to travel by air, and are able to secure economically priced fares, should contact the PCIA prior to booking to discuss appropriate level of reimbursement.
- In exceptional circumstances, a maximum contribution of £20 towards the cost of overnight accommodation may be approved (see below).
- Individual travel arrangements can be made in exceptional circumstances (see below).
- Financial support is limited to travel to and from the home address. The 'Google Maps' website is used to calculate the distance using postcodes.
- Family members / friends using own transport to travel from the same area to visit on the same day are expected to share a car, where reasonably possible and submit one claim for the journey.
- When visitors travel by coach contracted by the Hospital, no claims should be made for the journey from the bus departure point to the Hospital. Visitors may claim the return cost of travel from home to the departure point.

##### Rate

The following rates apply:

- Use of own transport - 7.5p per mile.
- Travel by public transport - 50% of the total cost incurred.
- Attendance at Carers' Support Group / Person Centred Improvement Steering Group CPA / consultation / involvement meetings or at the request of a member of the Clinical Team - 24p per mile / full cost of public transport.

##### Supporting Individual Needs

In exceptional circumstances, e.g. health / mobility issues, travel distance / location, a request can be submitted via the Key worker / Social Worker through the Clinical Team for additional support. The Clinical Team will determine the nature of the accessibility issue, how regular the visits are

likely to be and the level of support required. Following discussion, the team will complete the 'Application for Support to Visit' Form (Appendix 2) and refer the request to the Person Centred Improvement Lead for consideration. Given the limited budget available, Clinical Teams should provide robust rationale in support of such requests.

Occasionally, visitors have no other means of accessing the Hospital, at which times the third sector provide input e.g. Red Cross Drivers to support monthly visits. However, as there is a cost attached to this service, where appropriate, visitors may be asked to share the transport provided.

The 'Application for Support to Visit' Form is discussed by the Clinical Team annually to ensure the rationale remains current.

## 5. Review

This policy will be reviewed within three years, however may be refreshed prior to that time, should there be a requirement to update the content.

## 6. Format

The State Hospitals Board recognises the need to ensure all stakeholders are supported to understand information about how services are delivered. Based on what is proportionate and reasonable, we can provide information / documents in alternative formats and are happy to discuss with you the most practical and cost effective format suitable for your needs. Some of the services we are able to access include interpretation, translation, large print, Braille, tape recorded material, sign language, use of plain English / images.

If you require information in another format, please contact the Person Centred Improvement Lead on 01555 842072.

<b>Key Stakeholders</b>	<b>Consulted (Y/N)</b>
Patients	Y
Staff	Y
TSH Board	Y
Carers	Y
Volunteers	Y

## Application for Support to Visit

<b>Patient Name</b>	
<b>Ward</b>	
<b>CHI Number</b>	
<b>Consultant Psychiatrist</b>	

<b>Visitor Name (inc relationship to patient)</b>	<b>Visitor's Home Address (inc Postcode and contact Tel. No.)</b>

<b>Current Support in Place to Visit (if any)</b>

<p><b>Clinical Team Rationale</b></p> <p> <input type="checkbox"/> Frail / Infirm         <input type="checkbox"/> Home location  <input type="checkbox"/> Wheelchair User         <input type="checkbox"/> Other (please specify)       </p> <p>Please provide supporting information:</p>
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<p><b>Frequency of Visits</b></p> <p>Please provide rationale:</p>
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<b>Signed:</b>	
<b>Consultant Psychiatrist:</b>	
<b>Date:</b>	



### THE STATE HOSPITAL MONTHLY VISITOR TRAVEL CLAIM FORM

Month: ..... Claimant Name: .....

Date of Visit	Purpose of Visit	Total Claimed

	Rate per mile	Total Due
Car/taxi total mileage – Visits	7.5p	£
Car/taxi total mileage – Attendance at CPA Meetings/ Carer Support Group / consultation forums	24p	£
Public Transport - Visits	50% of cost	£
Public Transport - Attendance at CPA Meetings/ Carer Support Group / consultation forums	100% of cost	£
<b>Total Claim</b>		<b>£</b>

**Payment authorised by Person Centred Improvement Lead**

Signed: ..... Date: ...../...../.....

Financial Code: **DN08PF 3891**