

# Lift-Sharing and Risk Management



## Managing risk with a Motability car



### ACTIVITY

The person self-drives and offers a lift to a member of the public

Motability 'owner' is driven by a staff member and the 'owner' offers a lift to a member of the public



### BENEFITS

Choice and control, contribute to the community, build a friendship

Staff can support the leaseholder to engage with this member of the public, who may already be a friend or may be a new acquaintance.



### WHAT MIGHT GO WRONG?

Either person could abuse the other. The driver could be distracted and cause an accident.

Staff may prefer to talk to the friend rather than the person they are meant to be supporting. In the unlikely event of an accident, the lift-taker may sue the care provider and/or the 'owner'.

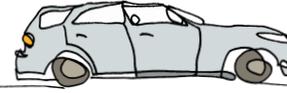
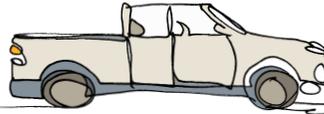
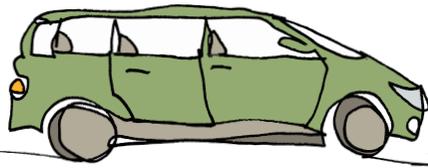


### WHAT CAN WE DO?

Ensure good values drive the provision of support, including person-centred care, socially inclusive practice and positive risk taking. Support people build a meaningful role in the community beyond the care system outside the control of the care home. Involve emergency services in the event of an accident. Help the person make a good decision about when to offer a lift and to whom.

The friend could engage with the owner and so reduce distractions for the driver. Evaluate whether there is a heightened risk compared with that experienced by the general public.

Meet legal obligations for servicing, insurance and driver qualifications. Eliminate restrictive practices that deny people their human rights and exceed legitimate deprivations of liberty.



# Lift-Sharing and Risk Management



## Managing risk when accepting a lift in a member of the public's car



### ACTIVITY

The person accepts a lift from the member of the public and rides without a member of staff present.

The person accepts a lift from the member of the public and travels with a member of staff too.



### BENEFITS

Choice and control, contribute to the community, build a friendship. This enhances independence and gives access to a wider range of opportunities. The car ride is unobserved, so it may create a positive opportunity to talk.

The driver knows they are not responsible for assisting the person with personal care. The staff member can help with communication between the driver and the lift-taker. Staff learn how to fade into the background rather than being the most important person. No transport budget needed.



### WHAT MIGHT GO WRONG?

Either person could abuse the other. Over involvement.

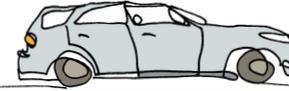
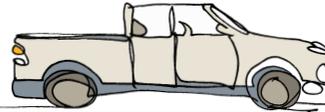
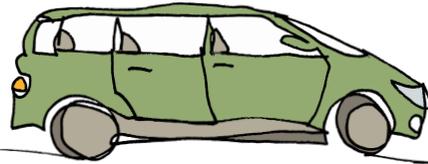
Staff might teach the driver bad habits that exclude the person. The driver is late or fails to turn up.



### WHAT CAN WE DO?

Sharing a lift could raise expectations on either side, such as regular lift-sharing or closer friendship than is wanted. Provide the person with a mobile phone that they can use or gain permission to use GPS tracking. Help the person make a good decision about when to accept a lift and with whom. Spend time helping the person understand the nature of the lift-sharing relationship. Check how things are going. Ask good questions about the success of the journey and use a risk assessment framework that supports links with the community. Understand people's rights and relevant law and policy.

Train staff in providing subtle support in community settings. Track driver reliability and gently decline unsuitable offers. Get the driver's mobile number and text a reminder and a thank you. Reward reliability with small gestures. Help the person manage expectations and disappointment.



## Managing risk when offering the public a lift in the care home's vehicle



### ACTIVITY

A group of residents are driven to a community destination with support staff and other citizens are invited to join in with the trip.

The person is being driven home from a community activity and offers a lift to a member of the public who has been at the same activity.



### BENEFITS

Choice and control, contribute to the community and build a friendship. Triggers reciprocal offers.

Informal interactions en route. More time and attention for residents during the journey. Enriching shared experiences. Less conspicuous in the community. Members of the public provide an additional safety check to ensure that residents are well supported.



### WHAT MIGHT GO WRONG?

Staff may inhibit the development of a friendship. Offering members of the public a seat on the vehicle will exclude other residents from the outing.

Members of the public may make inappropriate complaints about the way that residents are supported.



### WHAT CAN WE DO?

Demonstrate ways by which people can contribute to the wider community as set out by Government. Check that your vehicle insurance includes accepting passengers who are members of the public. Ensure staff have a good understanding of their role and responsibilities in relation to the member of the public.

Create a partnership so that members of the public add real value rather than just provide free labour or get a free lift. Exclude unsuitable or unreliable members of the public. Identify key leaders and excellent lines of communication. Seek out feedback from all participants.