

**All volunteers are expected to treat our users with respect at all times. Many are vulnerable or isolated so your contact with them is important for their mental well being.**

## Health and Safety / Keeping Safe – ALL RUNS

### *Weather conditions*

As the driver, it is for you to assess road conditions at the time of the run. We appreciate that, given our climate and the geography SWRCCS covers, these can vary considerably from day to day and place to place. If, on the day, you feel that you need to allow longer for the journey or that it is unsafe to set out, please let both the passenger and SWRCCS know. We would not wish any driver to make a journey if they feel unhappy about the road conditions. Your own safety and the safety of your passenger(s) must be your first consideration.

You can also look at SWRCCS Adverse Weather Policy which is available at the end of this manual and on the website.

NB If you have a run to Applecross and are concerned about the weather on the Bealach, you can call Mr Donald Mackenzie on 07769 713 668 to check the road conditions before setting out. Mr Mackenzie works for the Roads Department and will have up to the minute information or be able to check with his colleagues for you.

### *Feeling poorly – you or your car!*

If, since agreeing to do the run, your vehicle has developed a problem or you yourself have become unwell, and you no longer feel it would be wise for you to do the run, please contact SWRCCS. We will arrange another driver.

### *Accidents & breakdowns*

If your vehicle is involved in an accident during the course of a SWRCCS run, or if anyone - passenger **or** driver – should slip, fall, knock their head or otherwise suffer injury, the driver should let the SWRCCS have a written report as soon as possible after the incident. This will be filed in an accident book and hopefully never needed again, but please let SWRCCS have it as we might be required to provide a report at a later date.

Drivers are given an Emergency Card with useful procedure and telephone numbers to keep in the car should it be needed.

### *Good hygiene practice - equipment*

It is a essential to follow good hygiene practice when doing any car run for SWRCCS. The following things are provided by SWRCCS and should be in your car:-

- hand sanitiser
- disposable gloves
- SWRCCS emergency cards

- face masks (community made, surgical masks and FFP2 standard masks for passenger runs)
- car stickers – please display in you car to show you drive for SWRCCS
- Aerosol foggers

These are available from the following local pick up points:-

- Lochcarron – Anthea Zell (01520 722951)
- Shieldaig – Peter Fenton (01520 755737)
- Applecross – Caty Maclennan (01520 744447)
- Torridon – Kevin and Anne Wood (01445 791285)

If you phone in advance, the above materials can be left hanging on the door or in a mutually agreed place.

It is also advisable to have:-

- mobile phone (not to use while driving though!)

### *Good hygiene practice - actions*

- If you feel unwell please cancel the journey so as not to expose our users (who are often vulnerable) to infection.
- Use sanitiser to clean hands before picking anything up including plastic bags etc  
**NOTE: DO NOT LEAVE SANITISER IN THE CAR DURING WARM WEATHER**
- Clean the car after use, particularly contact points such as steering wheel, door handle, seat belts. A fogger is available in Lochcarron for use if making regular journeys. Aerosol foggers are available for other areas.
- Act as if you may have an infection or a virus or have been exposed to one as a precaution.
- If using gloves dispose of them safely after each use. You may want to keep a bag or plastic crate in the car to put them in after use so that they do not touch any other area in the car.
- It is advisable to wear face masks during your delivery run. The community made face masks do not offer complete protection from Covid 19 to you or to people you come into contact with but they may reduce the risk. Please:-
  - wash the community made face masks after use,
  - make sure they are tight but not uncomfortable,
  - do not share them with anyone else.

There is also some guidance at






<https://www.facebook.com/bbcnews/videos/626223184646729>

Access latest information and advice on [www.nhsinform.scot](http://www.nhsinform.scot)





# SWRCCS Protocols for Delivery Runs

## *General Guidance for All Deliveries*


**Please pick up any equipment needed for good hygiene practice from your local pick up point**

-  If possible take a plastic crate to put things in from the delivery point. This can then be sanitised and cleaned before and after the delivery run and should only be touched by the driver. Keep it in the footwell or boot of the car. If the crate gets touched by a recipient try and sanitise that area and then sanitise your hands before touching any area in the car (car keys, door handles etc).
-  Please ensure you are at least 2m away from anyone you are taking delivery from or giving a delivery to.
-  Please make it clear to any recipient of a delivery to take precautions when handling and opening any received goods to minimise cross infection. If possible:
  - remove outer packaging straight away and put in the bin,
  - leave packages in sunlight for 24 hours (72 hours for plastic packaging),
  - do not put packages on surfaces used for other things such as kitchen tables
  - wash hands after taking the delivery
-  If using the plastic gloves please take them off and put them in the footwell of the car after each delivery using a different pair of gloves for each delivery OR regularly sanitise hands before and after each delivery. It is best to dispose of gloves straight into a bag or crate so that there is no contact with other parts of the car eg. door handles, steering wheel etc.
-  There is NO CHARGE for delivery runs

## *Delivery of prescription medicines*





-  Patients needing prescription medicines to be delivered to their homes must phone the surgery to tell them that they would like SWRCCS to deliver them.
-  The driver will pick up the prescription medicines from the surgery and deliver them to the patients' homes. Please phone the surgery before you set off just to check that there is a delivery to make.
-  Drivers must double check with the householder that the prescription medicines being delivered are for the right person by checking against the name and the address on the label.
-  Drivers will knock on the door and put the prescription medicines in a safe place outside the door (eg hanging on the door handle / on a small box). They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the medicines.

**NO MEDICINES SHOULD BE LEFT AT A DOOR WITHOUT  
BEING SEEN TO BE TAKEN IN. IF NO-ONE IS IN OR ACCEPTS MEDICINES THEY NEED  
TO BE RETURNED TO THE MEDICAL PRACTICE**



-  Timetable for delivery of medicines
  - From Lochcarron Medical Practice (01520722215) (pick up from 14:00)
    - Lochcarron Area every Monday Wednesday (pick up 12:00) and Friday
    - Kishorn – Friday
  - from Torridon Medical Practice (01445791223) (pick up 10:00):

- Torricon, Inveralligin, Alligin and Diabaig – Tuesday
- Shieldaig – Wednesday
- Kinlochewe – Friday
- From Applecross Medical Practice (01520744252) (pick up after 11:00)
  - Applecross and surrounding area Fridays

## *Delivery of food*

-  Food deliveries can be organised with local shops, and SWRCCS will only do them if other friends, families and neighbours are unable to do it. Many local shops are able to deliver.
-  No payments will be taken for food deliveries – this needs to be arranged between the shop and the customer.
-  Drivers will knock on the door and put the food delivery on the floor. They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the food delivery.
-  Deliveries through Tesco Click and Collect to Torricon Community Centre can be delivered to the homes of people who are self isolating or are part of a vulnerable group.

## *Expenses*

-  Expenses will be claimed using the expenses claim form provided. Please attach the claim form to an email if possible rather than posting. A flat rate of 45p per mile can be claimed.
-  Drivers should also record the number of deliveries they did and the number of returned packages.

# SWRCCS Protocols for Passenger Runs

**Please pick up any equipment needed for good hygiene practice from your local pick up point**

## *Good practice - equipment*

In addition to the Good Hygiene Practice - Equipment detailed above, drivers doing passenger runs should also get the following from SWRCCS pick up points for their car:

- First Aid Kit
- PPE face masks. FFP2 standard masks are advised if available for passenger runs.
- Driver Bubble / Shield are available if needed
- Passenger Run box – contains all the Good Hygiene Practice Equipment plus extra things for passenger journeys

It may also be advisable to have:-

- plastic bowl / tub lined with plastic bag (for passenger runs)
- small towel (for passenger runs)

## *Good practice - actions*

After taking advice from local medical professionals please take particular note of the following.

### BEFORE THE RUN

- Before agreeing to undertake a passenger run, all drivers are requested to discuss giving passengers a lift in their vehicles with family members so that all members of their household have agreed to them taking part in passenger runs. This is particularly important if members of the household are vulnerable.
- A phone call to the passenger should be made prior to the run to check times of the run and pick up as well as mutually agreeing what precautions both driver and passenger would like to see during the car run. These additional precautions could include:-
  - Driver screen/shields
  - Lateral flow tests for driver and passenger
  - The passenger sitting in the back

NOTE: Both passenger and driver should agree to appropriate precautions that suit them both.

### DURING THE RUN

- At the point of pick up if you feel that the passenger is showing symptoms, you can cancel the journey and explain to them why.
- If there is more than one passenger, they should be from the same household unless agreed by all passengers and driver.

- You can choose to wear gloves but regular sanitising of hands can be as effective.
- Please follow the usual hygiene protocols washing hands etc before pick up, before leaving the hospital and avoid touching anything on the exit.
- Both passenger and driver are advised to wear a face mask through the duration of the journey (this will be provided at local pick up points and FFP2 standard masks are advised for longer journeys).
- Provide tissues and sanitiser for your passenger as well (in the Passenger Run Box).
- The car windows should be open if possible and if not the car ventilation / air conditioners system should be set to extract and NOT recirculate.

#### AFTER THE RUN

- On your return home, change and wash clothes and have a shower before engaging with children, other adults etc (advice from nurses and others working in hospital environments).
- It is also advised to disinfect with anti-viral spray door handles, grab handles, seat belt straps and buckles, drivers bubble (if used) both before and after the hospital run. Aerosol Fogger spray can also be used in the car before and after passenger runs to ensure airborne particles are minimised.

SWRCCS is continually reviewing these protocols and we will endeavour to keep you as informed and as up to date as possible.

### *Passengers requiring assistance*

You must not *lift* a passenger - help, guide, support but **DO NOT LIFT** - get professional help if necessary.

Where passengers require professional assistance getting in / out of the vehicle and / or an escort, the person who has requested the booking should arrange this. For insurance reasons, SWRCCS is unable to provide specialised help and drivers should not be asked to do so. Passengers who require assistance are asked to bring along a carer or friend / relative to help them.

Please also take care if you are helping passengers with luggage, wheelchairs etc. You will be aware of how much assistance you personally are able to offer. Please do not feel pressurised into doing more than you are physically able without risk of injury to yourself!

### *Driver Safety*

If, when you arrive to collect a passenger, they are drunk, under the influence of other drugs, abusive, threatening or in any way make you feel uncomfortable about taking them in your car, you should not do so. We expect all our passengers to behave in a reasonable manner.

If you do ever encounter a problem with a passenger, please report it to SWRCCS as soon as possible. The safety and well being of all our volunteers is extremely important and we need to be aware of any potential problems that may arise.

### *For Hospital Runs*

- The passenger needs to be asked to pick up a Patients Travel Claim Form from the clinic they are attending. Ask passenger to leave the patients travel form (signed) and £10 fare on the back seat.

NOTE: if attending Broadford or Dingwall hospitals, advise patient to pick up a form from reception and take it to clinic to get stamped.

Raigmore and other hospital news is available

at <https://www.nhshighland.scot.nhs.uk/your-services/in-person-services-and-locations/hospitals/raigmore-hospital/>

### **Note on hospital runs**

SWRCCS also provides hospital runs at the request of local residents. These are funded by the NHS and are organised by the Coordinator. The NHS has stated that SWRCCS should only be used as a last resort and that passengers should first try to get a lift with family or friends who would be able to claim some expenses at the cash desk located in the hospital. However, if this option is not available to a passenger **ONLY THEN** should they approach SWRCCS to arrange a car run. **IF YOU ARE APPROACHED TO DO A HOSPITAL RUN PLEASE ASK THE PASSENGER TO MAKE A REQUEST TO SWRCCS on 01445791335** or [coordinator@swrc-carscheme.co.uk](mailto:coordinator@swrc-carscheme.co.uk)

If a driver agrees to do a hospital run please remember:

- ✓ always leave enough time for the journey, embarking and disembarking from the car
- ✓ the driver will be provided with a sign saying 'dropping off for SWRCCS' to leave in the windscreen
- ✓ the passenger should be asked to ensure they collect a Patients' Travel Expenses Claim Form from the clinic, sign it on the back and give it to the driver who then sends it in to SWRCCS with the monthly claim form  
NOTE: if attending Broadford or Dingwall hospitals advise patient to pick up a form from reception and take it to clinic to get stamped.
- ✓ the passenger is charged a flat rate of £10 (unless on particular income support)