



Revitalise Policy Statement: Guest requiring additional health assessment or emergency health care

Introduction

Revitalise always seeks to provide high quality short breaks and holidays for all our guests, that successfully combine a unique hospitality service with personalised care and support.

Whilst guests using our short breaks and holiday service are usually medically stable, we recognise that there may be occasions where a guest experiences a deterioration in their health. Our service offer enables us to provide reliable and planned clinical and care interventions, but there may be occasion when further assessment of a guest's health is needed. This may be due to a guest experiencing a sudden deterioration in health, or as a result of an accident causing an injury that cannot be managed in centre.

We recognise that unplanned attendance at an emergency department may be unsettling, or a cause of anxiety and we will always do everything to offer calm reassurance to a guest in these circumstances.

Revitalise as a regulated care provider must exercise our duty of care to all guests and will always advise the guest of any further medical assessment or treatment that is necessary and in the best interests of their health and well-being.

Principles

This policy statement sets out the principles for supporting guests who may require further health assistance.

- Revitalise always aims to work in accordance with the requirements of the Mental Capacity Act and seek the consent of the guest to contact the emergency services where needed, unless an emergency situation arises, and immediate action is required.
- Where a guest is assessed as not having capacity to make decisions about their health, a decision will be made and recorded in their best interests involving a Deputy appointed by the Court of Protection or with their identified representative.
- Revitalise colleagues will always encourage the guest to understand the benefit of further assessment in centre to determine next steps or potential treatment.
- The guest should be reassured that this does not always mean that they will be attending or admitted to hospital.
- Where a guest is unsure or initially declines the provision of further assessment, they will be advised sensitively of Revitalise duty of care responsibility and advised of potential impact on their health
- Where a guest is presenting with a life-threatening condition or obvious fracture, then emergency services will be contacted even if the guest declines this.

Procedure for our teams

- Assess the guest using tools available, i.e NEWS or following an incident, i.e. fall
- Ensure the guest is comfortable, and alert a colleague or the responsible manager on duty
- Contact 999 or 111 and provide a factual description of situation.
- If 111 have been contacted and guest condition deteriorates, contact 999 immediately.
- Continue to reassure guest and continue observations as determined.
- Follow advice from emergency services, administering pain relief as instructed
- Remain with guest until First Responder arrives.
- Contact Next of kin or guest point of contact once next steps are known.
- Complete contemporaneous records
- Continue to reassure guest.
- Accompany guest to hospital if needed and authorised by responsible manager on duty or on call.

Revitalise

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