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# DELAYS AND MISSED VISITS: CONTINGENCY PLANNING AND ARRANGEMENTS POLICY



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# PURPOSE AND SCOPE OF THIS DOCUMENT

This document outlines the protocols of GGW Care Limited concerning external factors that may necessitate prompt modifications to the agreed-upon service package.

Such scenarios encompass instances where care workers encounter unavoidable delays in adhering to the agreed visitation schedule or are at risk of missing a visit due to unforeseen events like accidents or vehicle breakdowns.

It is advisable to review this policy alongside our other policies on Responsive Services and Continuity of Care or Support Workers. These policies encompass various contingency plans, including provisions for illness, vacations, and worker transitions.

The focus of this policy is on the procedures required when unforeseeable delays or disruptions to individual staff members' visiting schedules occur due to circumstances beyond their control. Furthermore, this policy addresses situations where multiple staff members might be unavailable due to factors such as widespread contagious illnesses, adverse weather conditions, transportation challenges caused by labor disputes, security alerts, and similar circumstances. These are scenarios wherein implementing the cover arrangements specified for individual service users, as outlined in the continuity of care and responsive services policies, becomes challenging.

# PRINCIPLES

GGW Care Limited upholds a strong commitment to responsiveness regarding the preferences and requirements of our service users, guided by the subsequent principles:

## 1 DEPENDABILITY

We ensure that individuals utilizing our services can rely on us consistently.

## 2 ADAPTABILITY

We are prepared to modify our services to align with the evolving needs and situations of our service users.

## 3 CONSISTENCY

We ensure that individuals utilizing our services can rely on us consistently.

## 4 OPEN COMMUNICATION

We are dedicated to engaging in thorough consultations and maintaining transparent communication with service users and their representatives concerning their services.





## PROCEDURES TO BE FOLLOWED IN THE EVENT OF DELAYS OR MISSED VISITS.

- In circumstances where the absence of care workers is anticipated—such as for vacations or when they submit their notice—GGW Care will promptly notify the service user and engage in discussions regarding the alternative coverage that will be instituted.
- In the event that an expected caregiver becomes unexpectedly unavailable—due to factors like sudden illness—GGW Care will promptly arrange for a substitute caregiver to step in. Whenever feasible, this substitute will be a familiar face to the service user. Any alterations to the visitation schedule of affected service users will be communicated to them without delay.
- GGW Care anticipates that its caregivers who experience unavoidable lateness by a predetermined timeframe (as determined by the agency, e.g., 5 or 10 minutes) will initiate contact with the agency or directly with the service user/agreed contact person to provide updates on the cause of the delay and an estimated arrival time.
- Care workers are expected to document their arrival and departure times using the methods prescribed by GGW Care Limited. Furthermore, they are obligated to provide an account of the reasons behind significant delays or missed appointments.
- In instances where a care worker or care team fails to appear at an expected time without prior notification, the service user or informal caregiver should promptly reach out to GGW Care to ascertain the situation and explore rectification measures.



## PROCEDURES TO BE FOLLOWED IN THE EVENT OF DELAYS OR MISSED VISITS.

- The duty manager will subsequently establish contact with the concerned care worker(s) and formulate an appropriate course of action, taking into consideration the assessed risks to the safety and well-being of the service user(s) and the availability of alternative support options for those affected by the delays.
- The prescribed procedures are detailed in the company's service user guide and are reviewed with the service user prior to commencing service (with periodic reminders if necessary). This includes delineating the timeframes within which any service delays must be reported by contacting the duty manager.
- In situations where the reliability of the provided service does not meet the service user's satisfaction, they are encouraged to address their concerns with GGW Care management or submit a formal complaint.
- Standard practice entails the company not levying charges for missed appointments or services that were agreed upon but not executed due to delays and time constraints caused by such delays. Any necessary compensation arrangements will be determined on a case-by-case basis.
- In cases where the company determines deliberate instances of missed appointments, unwarranted lateness, or failure to fulfill agreed tasks by a care worker, it will initiate disciplinary proceedings based on potential misconduct.

## PROCEDURES TO BE FOLLOWED IN THE EVENT OF POSSIBLE DELAY TO A SERVICE OR MISSED VISITS AS A RESULT OF MAJOR EMERGENCIES

. In the occurrence of unexpected and unavoidable delays that could potentially impact both service users and staff, the duty manager will adhere to an established but current set of priorities. This is to ensure that any service user susceptible to adverse consequences due to a service failure or delay is contacted and visited without delay.

- All personnel affected by any potentially disruptive occurrence or circumstances are required to promptly notify the agency of any difficulties they encounter in adhering to their scheduled visits.
- The duty manager and other staff members will make it a priority to establish communication with each impacted service user. This is to elucidate the nature of any delay and assess the individual's situation. Subsequent actions will be based on an evaluation of the person's safety and whether any potential risks to their well-being exist as a result of the service delay.
- In situations where direct communication with an at-risk service user is challenging, and a failure to visit or a significant delay could endanger them, the agency will reach out to a designated contact person who has agreed to be contacted in emergencies. This individual should be capable of verifying the person's safety and can be a partner, another relative, a neighbor, an available volunteer, or another relevant professional, contingent on the specific circumstances.



## PROCEDURES TO BE FOLLOWED IN THE EVENT OF POSSIBLE DELAY TO A SERVICE OR MISSED VISITS AS A RESULT OF MAJOR EMERGENCIES

- Allocations of available staff will correspond to the priority needs of service users, grounded in their known safety risks. Every individual deemed to be at risk will receive a service that ensures their safety and meets their priority requirements.
- If circumstances prevent the delivery of a service, solely to individuals assessed as not being at risk, clear explanations will be conveyed to the affected individual. Service will be rescheduled at the earliest feasible opportunity.
- In deploying staff during contingencies like severe snowfall or outbreaks of infectious illness, the agency acknowledges its duty concerning the health and safety of its staff. Such considerations will be factored into decision-making and managed in accordance with the relevant health and safety policies and protocols.



## CONTINGENCY ARRANGEMENTS WITH OTHER AGENCIES

To minimize service disruptions during emergency scenarios, the company has established agreements (or is currently in negotiation) with Local Authority/Health Service commissioners and other registered agencies. This is to ensure the uninterrupted provision of services during emergencies when necessary. Whenever feasible, the agency endeavors to forge reciprocal agreements, thus being prepared to offer assistance to other providers during their own emergency situations. **1**

In addition, the company has assembled a substantial pool of part-time staff who can be called upon to manage contingencies. While building this resource, the agency is conscientious about recruiting staff from areas near or within the vicinity of service users' residences. This approach ensures that staff members can readily respond to service users' needs during emergencies. **2**

The company maintains a strong commitment to fostering open communication and collaboration with other agencies and professionals who might be engaged with individual service users or service delivery on a broader scale. This cooperative effort ensures the comprehensive fulfillment of people's requirements. This collaboration gains particular significance in situations where individual users face risks due to care worker delays or missed visits, as well as in instances of collective contingency arrangements. These may arise when individuals need to be evacuated from their homes due to incidents such as fires, floods, or property damage.

In such circumstances, the company aligns its actions with its responsive service and continuity of care policies. It dedicates resources and adapts strategies to guarantee the fulfillment of agreed-upon needs. **3**



# TRAINING

Employees undergo training in the company's contingency planning protocols and the prescribed procedures to be adhered to in case of both minor and substantial service delivery delays.

## Experience the **GGW Care Limited** difference and discover a higher standard of care for yourself or your loved ones.



**1. Dementia Care:** Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

**2. Mental Health Conditions:** Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

**3. Personal Care:** Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

**4. Physical Disabilities Care:** Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

**5. Sensory Impairment:** Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

**6. 24-Hour Care:** Round-the-clock support for individuals who prefer to stay in their own homes.

**7. Day Sit-In Service and Night Stay Service:** Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

**8. Escort to Hospital or Day Care:** Transportation services to accompany and assist individuals to hospitals or day care facilities.

**9. Shopping and Cleaning Service:** Assistance with shopping tasks and maintaining a clean and organised living environment.

**Those We Serve:** We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

**Older People:** Our services are designed comprehensively for individuals aged 65 and above.

**Young Adults:** Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.

