

YelverCare – Transport Risk Assessment

Activity	Risk	Action	Who	Response
Client request for transport	Client may be unwell	Ask client about any symptoms and inform of need to wear mask	Duty Officer	If client acknowledges symptoms decline booking and suggest contacting hospital transport if important or rebooking later if date in future. If client well book volunteer but inform client that trip could be cancelled by volunteer if situation changes.
	Client has mobility issues	Ask client about any needs for assistance or mobility items.	Duty Officer	For existing clients with no change in need, book suitable volunteer. For new clients obtain more details and book volunteer if ok, otherwise decline.
Client request for transport with helper	Client or helper may be unwell.	Ask client about any symptoms and information on helper. inform of need to wear mask	Duty Officer	If symptoms acknowledged decline booking. If ok book a volunteer who is happy to take helper. Inform client that trip could be cancelled by volunteer if situation changes.
Volunteer confirms trip with client on day before.	Client may be unwell	Ask client about any symptoms and confirm need to wear mask	Volunteer	If client acknowledges symptoms and volunteer considers risk too high volunteer cancels trip with client and informs YelverCare
Volunteer picks up client	Client seems unwell or is unwilling to comply with requests	Volunteer tells client that they will not transport them citing reason	Volunteer	Inform YelverCare and if possible contacts destination to explain situation.
	Covid - 19	Volunteer ensures car has been prepared and has masks, wipes, and hand gel	Volunteer	If client has mobility equipment any handling points are cleaned before lifting into car. Client seated in accordance with recommendations
Arrive at destination	Client trips or falls exiting car or towards destination entrance	Volunteer assists client if client can help themselves up and seeks further help for client. If client unable to help themselves call for immediate assistance.	Volunteer	Inform YelverCare Ring home number to explain situation. Emergency contact?

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Pick up client from destination	Unable to find client at agreed pick up point	Enquire if appointment completed	Volunteer	Ring home number if client not found
	Covid - 19	Ensure prime car contact points cleaned	Volunteer	If client has mobility equipment any handling points are cleaned before lifting into car. Client seated in accordance with recommendations
Return client home	Client lives alone and trips or falls	Volunteer assists client if client can help themselves up if not try and assess seriousness of fall.	Volunteer	If considered serious call 999.
Travel to and from destination	Car accident or car malfunction	If accident, assess if client has sustained any form of injury or stress as result of accident. If car breakdown, arrange ongoing transport for client	Volunteer	If client has suffered in any way call 999. If possible, advise destination of situation and clients emergency contact if appropriate. If client ok arrange transport in line with client. If necessary, contact member of YelverCare Steering Group for help.