



Spiral Holidays General Policy Statement March 2017

Spiral Has Public liability insurance to £5,000,000 and Employers liability to 10,000,000. This is provided through insurance specialist Zurich.

All Carers are DBS checked.

All holiday makers and staff are issued with ID Cards with emergency contact details and hotel details. Our staff also carry photo id lists as a back up.

Holiday makers are paired with room buddies according to assessment and consultation with parties involved. These pairings may be changed if not satisfactory in practice.

All medication requirements whether self administered or not must be notified to us. These details and the dispensing of all medicines will be under the control of our qualified appointed person, Medication is dispensed by a person qualified both in dispensing and Administering Medication.

The ratio of carers to participants is between one to three/four, but sometimes with additional one to one dependent upon assessments and individuals support needs. Please note there is a fee structure according to the extra additional support needs of individuals.

The accommodation has been booked to be on the lowest floor possible and all rooms are in the same vicinity. Carers rooms are dispersed strategically to ensure that carers are close at hand at all times. Carers rooms are also marked with a visual sign to indicate a Spiral member of staff can be found there. Spiral staff will also be identified by Spiral T-Shirts.

The accommodation has en-suite facilities. These generally include a bathroom with shower cubicle /bath with shower. We will endeavour to book a room with walk in shower facilities for those who specifically request it. Carers or participants should indicate on the holiday form the level of assistance required with bathing and personal hygiene.

Most of the Spiral holiday staff are trained First-aiders and will carry first aid kits at all times.

Our staff employ both, two way radios and mobiles to provide immediate communication with each other and the Hotel staff and security.

Spending monies will normally be retained by Spiral and issued on a daily basis unless otherwise requested in writing. Spiral is responsible for monies thus providing financial security for holiday makers. Spiral is not responsible for the loss of money held individually by participants.

In case of emergency:- All Spiral staff will hold details of local emergency services and medical establishments and will summon help if needed and will notify the group leaders. The hotel and group leaders will also hold carers emergency contact details for immediate notification. Carers will always work in pairs to provide a back up support system.