

DOMICILIARY VISITING POLICY

Home visits are available to those who need treatment, and who are house bound, confined to home or garden on medical grounds. Whilst it is not helpful to generalise, a home visit should be seen as an exception rather than the rule

A better quality of treatment can be given in the clinical situation. In the clinic, staff have access to the full range of podiatric equipment and can offer safer, more comprehensive treatments. In the home environment, the treatment is less safe for both the patient and the member of staff and is restricted in scope and quality.

It is for the treating member of staff to make the decision about the status of the patient, using all the available information to reach that decision.

Patient's expectations may be altered by any change brought about by a decision taken by a member of staff, and care and sensitivity should be exercised when making decisions and when conveying the outcome to the patient.

It is important that these difficult decisions are given the full support of the department. It is unlikely that any other member of staff will have all the facts and for this reason any queries about the case must be handled by the member of staff who made the decision together with the Podiatry Clinical Lead or Deputy. It is clearly unhelpful if other members of staff offer conflicting advice to patients or relatives about decisions made by the original member of staff.

The position regarding transport is a difficult one and efforts have been made to identify suitable methods of transport to suggest to patients.

It is not possible for the Podiatry Department to afford the cost of transport to and from clinics, and so the following suggestions may be made to assist patients to attend for their appointment. Patients who are able to use these methods of transport unassisted should be expected to attend a clinic.

- Public transport
- Taxi
- Own transport
- Family or friends
- Metro-Mobile
- Voluntary agencies
- Residential, rest or nursing home transport
- Ambulance service