



Patient Transport Service Update **Friday 22 October 2021**

Vaccinations required to enter a care home

From Thursday 11 November 2021 [government regulations](#) will come into force requiring anyone entering a care home to be fully vaccinated against Coronavirus (COVID-19), unless they have a medical exemption.

Support from care home staff

To support the smooth-running of our Patient Transport Service (PTS) and avoid any unnecessary cancellations, where possible, please meet our crews at the door with any patients who are mobile.

Meeting our crews at the door will limit the number of people entering care homes unnecessarily and help to keep everyone as safe as possible.

Information for bookers

In order to ensure we only send fully-vaccinated crews into care homes, at the point of booking, please highlight to us if your patient is being taken to or from this type of setting.

Sending staff, volunteers or partner providers to care homes when they have not been fully vaccinated will lead to the journey being aborted as our crews will not be permitted to enter the premises.

As it is not always clear from an address whether the property is a care home, bookers may be asked, 'Is the pick-up or drop-off address of this booking a care home?'. This answer will then be saved in the Travel Requirements section of the booking (online bookers are kindly asked not to change this).

Thank you, as always, for your continued support.

If you have any queries regarding this update, please email:
YAS.PTSMessages@nhs.net

