

Medication Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy defines the company's limited role in relation to medication during passenger transport and prevents drivers or escorts being placed in unsafe medical responsibilities.

Scope

Applies to staff, drivers, escorts and contractors on all journeys where a passenger may carry medication or have a medical condition.

Normal position

Drivers and escorts do not normally administer medication. The company provides transport support, not clinical care. Medication must not be handled, stored, opened, prompted or administered unless specifically authorised by the contract, risk assessment and written instruction.

Authorised handling

Medication may only be handled where the commissioning body/client has provided clear written instructions, the company has accepted the duty, the worker is trained and authorised, and the route risk assessment records what is allowed. This will be exceptional.

Accepting or transporting medication

Drivers and escorts must not accept medication directly from a parent, carer, school, passenger or client unless the route plan, contract instruction or operator has authorised this in advance. Medication must not be transported separately from the passenger unless the client/commissioner has provided clear written instruction and the operator has accepted the arrangement.

Emergency medication

Emergency medication, such as rescue medication, must only be supported where the worker is trained, authorised and the contract/risk assessment sets out the exact process. If a medical emergency occurs and no authorised support is in place, call 999 and follow emergency advice.

Passenger self-administration

Some passengers may carry and self-administer their own medication. Drivers/escorts may remind a passenger only if this is part of the written transport plan. They must not pressure, diagnose, decide dose or administer.

Storage and handover

Medication should remain with the passenger or be handed between authorised adults according to the route plan. Drivers/escorts should not take custody unless authorised. Medication must not be left loose in the vehicle.

Medication found or left behind

1. Do not dispose of it or use it.

2. Place it safely aside and contact the operator.
3. Record where and when it was found.
4. The operator arranges return to the passenger, school, carer, NHS body or client contact.
5. If controlled, urgent or high-risk medication is suspected, seek immediate advice from the operator and relevant client/emergency contact.

Medical emergency response

Stop safely, call 999 where serious or uncertain, follow emergency call handler advice, contact the operator, keep the passenger under observation if safe and record actions. Do not transport to hospital instead of calling emergency services unless instructed by emergency services.

Record keeping

Medication-related incidents, authorised medication support, training, found medication and medical emergencies must be recorded.

Responsibilities

The Operations Manager ensures medication duties are not accepted casually. Workers follow written instructions only. The Director approves any exceptional medication role.

Procedure

No routine administration; only authorised exceptions; emergency response through 999/operator; record all concerns.

Records kept

Route risk assessments, written authorisations, training evidence, medication incident records and handover notes.

Review

Reviewed annually and after any medication incident or contract request involving medication.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026