



Your Driving Assessment – Your Peace of Mind

Video transcript

During the Coronavirus outbreak, in order to restart our Wheelchair Accessible Vehicle Assessments, Motability will be introducing some important new safety measures into our home visit routines.

We have now put in place processes that have been approved by our independent health and safety advisors in line with Government guidelines.

The priority for our beneficiaries and staff, is to keep the assessment process as safe as possible.

Before your assessment

Firstly, there will be a longer initial telephone call to gather information in order to limit the contact time at the home appointment.

This phone call can take up to an hour to complete.

We will then ask if you wish to book a home visit. If so, we will agree a date and time. It is important that we also confirm if anybody will need to accompany you on the day of the assessment.

Due to current guidelines, accompanying attendees will need to be kept to an absolute minimum.

We will also call you the day before your scheduled visit, to ensure that no-one has a current positive diagnosis of Coronavirus, is displaying symptoms or has been officially asked to shield.

Assessment day

When we arrive at your home, we will call and ask you to wait inside whilst we prepare the vehicle.

Our preparation generally takes around 20 minutes. During this time we will open all the windows of the vehicle to ventilate it.

Our assessors will follow a rigorous self-preparation routine of sanitising their hands thoroughly before putting on their full PPE. This includes a mask and apron and a thorough clean of the vehicle touchpoints, ensuring that new anti-viral and new anti-bacterial wipes are used for each separate area. We will then put on a fresh pair of gloves.

When finished, we will call you a second time and ask you to wash your hands thoroughly.

We will also ask you to wear warm clothing that also covers your arms and legs, as we will be lowering the vehicle's windows in order to maximise the ventilation.

Before you enter the vehicle, we will leave a PPE pack for you in a convenient place. This will include a face mask and gloves.

The initial face-to-face discussion will either be outside or in the vehicle, with government advised social distancing guidelines maintained. Please note that this may not always be possible if wheelchair measurements need to be taken, the wheelchair secured or a physical assessment needs to take place.

We will display our enhanced processes within the vehicle, should you wish to read them.

The assessor may take you for a test drive to confirm all your adaptation needs.

Occasionally, where we bring two vehicles to an assessment, the demonstrator will lead this and the assessor will observe from a minimum distance, in line with government guidelines.

Once the assessment is completed, we can discuss any outstanding issues at a safe distance and then finally ask you to re-enter your home. We will give the vehicle a final thorough clean before we leave. All PPE is stored for 72 hours then disposed of carefully.

Motability is committed to keeping our beneficiaries and staff safe during this COVID-19 pandemic.

Please visit [motability.org.uk/about/coronavirus](https://www.motability.org.uk/about/coronavirus) to read more about our COVID-19 safety measures and risk assessments.

Thank you.