

TD Homecare Services Limited

3 Whittingham Place, The Avenue
Freshwater, Isle of Wight, PO40 9UR

On-Call and Out of Hours Emergency Policy and Procedure

Policy Statement

To ensure that there are processes and systems in place to ensure that Service Users' health and well-being is consistently supported and promoted.

To ensure that the staff of TD Homecare Services Ltd are fully supported and provided with appropriate advice at all times when faced with an emergency, during out of office hours.

Policy Aims

The aim of this policy is to ensure that all emergencies that occur in the evening, at weekends and at other times when management support is not directly present, are consistently and effectively managed to the satisfaction of the staff and people using the services.

Policy Objectives

The objectives of this policy are to ensure that:

- All staff are aware of who they need to contact in the case of an emergency, and the support provided is timely, consistent and effective.
- All service users can be confident that they are protected.
- To ensure that staff and service users are aware of our hours of operation.

Policy

It is recognized the health and well-being of the people using the service are paramount, and that the quality of care and support being provided should not be lessened during evenings, weekends and other times when there may be a reduced management presence.

However, it should be noted that TD Homecare Services Limited are not an emergency service and can only provide support in line with individual service user care packages and agreements.

Service user must be informed of out of hours procedures.

TD Homecare Services Ltd recognises that this policy should not prevent emergency services being contacted if appropriate. The first call in any critical emergency situation should be to the most appropriate emergency service (fire, ambulance or police).

The person providing on-call support should always be suitably experienced and have a good level of understanding about the specific issues that may result in the need for on-call support. This will usually be the registered manager or a designated senior.

For the purposes of this policy, on-call support means providing telephone support, but if deemed necessary, physical presence may be provided.

When staff are lone working there is an increased risk of the need for support, especially outside of core working hours. The on-call facility should be provided to ensure that lone workers have consistent access to additional support and advice as required. This information is available in our Lone Working Policy and Procedure

Staff providing on-call support should have the ability to mobilise resources to support staff working out of hours.

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Procedure

TD Homecare Services Ltd will produce an on-call rota that provides the named person and their contact details. This will be available to all staff on a rostering basis.

The on-call rota will identify the times that are covered and who is responsible.

The on-call rota will be provided to all staff on the frequency of changes.

Care staff in the community will access the on-call person for the following reasons (although this is not exhaustive)

- When there are no suitable management or senior staff available (this will predominantly be in the evenings and at weekends, but there may be situations during normal working hours when on-call support may be used)
- When a call has been missed or is late
- When any form of abuse is alleged, witnessed or reported
- When there is any serious injury to people using services
- When there is any behaviour by a person using services that the Care Plan does not provide a course of action for, or which has not been appropriately risk assessed
- When staffing levels are below the minimum required due to non-attendance of staff on duty
- When there are health and safety concerns for staff or people using services
- Any situation that is affecting the running of the service
- Any serious concern raised by people using the service, or their representative, that requires an immediate response from management
- Any outbreak of infectious disease
- When official confirmation for a course of action is required e.g. sourcing and provision of additional staff
- Service users are provided with a telephone number to contact during out of office hours.

Follow up procedures:

Where an incident related to out of hours has been identified, we will follow our incident procedures.

Staff Support:

Staff will be supported through induction and ongoing training and supervision to follow this procedure.