On-Call Policy

Policy Statement

This policy is designed to ensure that SOS Homecare's clients and employees have access to support and advice outside of office hours.

Scope of the Policy

The on-call service has been devised to:

- Offer support and advice to clients and employees outside of office hours.
- Respond to emergency situations.
- Ensure clients are in receipt of care at the times agreed on the care plan.
- Respond should a carer phone in sick or is unable to carry out the care for a particular period.

Roles and Responsibilities

On-call Person:

Persons on-call will have received, read and understand all Service User Care Policies and Procedures. He/she will also:

- Know or have access to find out where each client lives;
- Know or have information about each client's team of carers;
- Where the individual does not feel able to deal with the situation, they should seek support from the nominated 'back-up' individual who will support the on-call person.
- Arrange alternative cover should a carer be unable to work due. Every attempt will be made to ensure that the alternative carer is known and acceptable to the client.
- Maintain all records in the on-call file and on Care Planner.
- Complete the on-call report and handover to the office management team, to enable them to be fully informed of all situations that have occurred during the out of hour's service.
- Liaise with the office team to ensure that they are fully informed of any situations that have occurred since they were last on call.

Branch Manager:

Responsible for:

- ensuring that the on call service runs efficiently in their service.
- ensuring that all staff participating in the on call service in their area have been fully inducted.
- ensuring the on call reports are reviewed immediately once the office re-opens. Resulting actions must be recorded and the report stored in the office. Co-ordinators and on call workers to be informed as appropriate.
- providing management advice and support to on call workers in case of serious incident (eg serious injury/illness of a client or staff member, death of a staff member, evacuation of a scheme etc)
- notifying the Company Directors of any serious incident.

Company Directors:
Responsible for:

- providing management advice and support to Branch Managers in case of serious incident (eg serious injury/illness of a client or staff member, death of a staff member, evacuation of a scheme etc)
- determining whether to implement the Business Continuity Plan
- where appropriate, providing on-site support in the case of a serious incident (as outlined above)

Procedure
The Service User Guide for each individual service will contain the details of the on call service and should also be made available to employees during their company induction.

<u>Community based services:</u> staff and service users can access the on-call service by calling the usual office number, in order to ensure that no difficulties or confusion is caused by differing contact details. The phone call will automatically divert to the appropriate on-call personnel.

If a carer is unable to work and it is outside of office hours, they must phone the on-call worker to inform them of this at the earliest opportunity. The on-call worker will then arrange alternative cover by another carer known and acceptable to the client.

Staff should also inform the on-call service of:

- Accident and or injury to staff or client.
- Illness of client that may require a GP visit or hospital admission.
- Incidents of fire, theft or other untoward occurrence.
- Failure of staff to arrive at the client's home.
- Safeguarding incidents.

Reporting
The on-call worker must complete an on-call report and handover to the office management team, to enable them to be fully informed of all situations that have occurred during the out of hour's service:

- The report should be submitted to the Branch Manager immediately and notes logged electronically.
- If there is nothing to report this must be clearly recorded on the on-call report.
- This report must be reviewed immediately once the office re-opens. Resulting actions should be recorded to demonstrate that appropriate actions have been taken.
- These reports must be stored in the office.

Training
Persons on-call will have received, read and understand all Service User Care Policies and Procedures.

Before completing their first on call shift the staff member will have received induction from the Registered Manager. This will include:

- an explanation of the role of on-call
- details of the responsibilities of on-call
- an overview of good customer service
- an overview of the most common on-call situations, and how to deal with them

Monitoring
On-call reports must be completed and submitted to the office/Registered Manager each morning. These will be reviewed by the Registered Manager as soon as the office opens.

Supporting Documents
- On-Call report
- On-Call information
- Business Continuity Plans (Company and Scheme/Branch)

Review and Monitoring
This policy will be reviewed annually, and the effectiveness of the policy should be monitored by the Registered Manager of each service, and the Quality Manager.