Out of Hours On-Call Manager Policy

Out of Hours On Call

REMEMBER: Out of hours means between the hours of 17.00 Hours – 9.00 Hours (weekdays).

Weekends and Bank Holidays (24 Hours)

- Major incidents especially those involving or requiring the involvement of the Police Service users taken ill or in need of medical services
- Service users presenting behaviours of concern.
- Requests for permission to dispense 'as required' medication Service users who are "at risk" and go missing from the home or following advice of local individual service user guidelines
- Staff reporting all forms of absence/returning to duty Failure of essential supplies, e.g. Gas, Electricity, Water
- Irregularities regarding finance or medication.
- Formal Complaints
- Staff incidents/accidents

YES CRITERION MET

Staff to call the local On call within their area.

NO

Issue to be dealt with locally by Line Manager

NO

Local On Call Manager responds to staff within 5 minutes of call. If unavailable staff to repeat 5 minutes after. If still no response, leave message.

YES

Contact the caller and determine the necessary course of action to be taken

On Call Person: Record details of events and advice given in the On Call Incident Report Book.
Caller: Record details in the House Report Book.

. If urgent, staff are to contact Senior On call.
Purpose
Out of hours on call service provides support and advice to service users and support teams within Future Directions CIC throughout the North West and Greater Manchester areas.

1. Introduction

There is currently a two tier out of hours on call system in operation to provide support and advice to staff, and their roles and responsibilities of On Call Managers are clearly defined within this procedure.

- **Tier One**
  
  Is provided by Team Managers (Local On Call Manager) and their hours of duty are 9.00am to 9.00am *(the next day).*

- **Tier Two**
  
  Is provided by Contract and Operation Managers (Senior On Call Manager) and their hours of duty are 9.00am to 9.00am *(the next day)* who also have responsibility to contact the FUTURE DIRECTIONS’s Executive Management On Call to report matters of serious concern *(e.g. sudden death).*

Out of hours means between the hours of 17.00 hours – 09.00 hours *(weekdays) & Weekends and Bank Holidays (24 hours).*

Line management is referred to within this procedure and means, Team Manager and then Contract Manager in that order.

2. Criteria

Before the on call system is used staff must attempt to contact their Line Manager *(during working hours).* This is with the exception of reporting sickness/absence, which must be reported through the local on call system *(see the Community Services Sickness Protocol).*

**Contract Managers are normally available Monday-Friday 9.00 Hours – 17.00 Hours**

Outside these hours *(weekdays 09.00-17.00 hours)* or in the absence of a response from a Line Manager staff must use the on call system where they need advice, support or to pass on vital information, e.g.

- **Major incidents, especially those involving or requiring the involvement of the Police.**
- **Service users taken ill or in need of medical services.**
- **Service users presenting behaviours of concern.**
- Requests for permission to dispense ‘as required’ medication or to inform that ‘as required’ medication has been given in line with ‘as required’ support plan.
- Service users who are ‘at risk’ and go missing from the home or following advice of local individual service user guidelines.
- Staff reporting all forms of absence/returning to duty.
- Failure of essential supplies, e.g. gas, electricity, water.
- Irregularities regarding finance or medication.
- Formal complaints.
- Staff incidents/accidents.
- In line with the Missing Persons Procedure any urgent out of hours media enquiries should be referred to the On Call Director. All other non urgent media enquiries received out of hours should be referred to the Communications Manager at the start of the next working day.
- Staff reporting all safeguarding issues and concerns of abuse.

The above list is not exclusive and it is acknowledged that particular circumstances outside of this list may need elevating to the On Call level.

**NHS Direct**

Where a service user is feeling unwell and **only** when the On Call Procedure is being initiated may staff contact NHS Direct for further advice *(Telephone 0845 4647)*.

**Other procedures to reference in relation to the above are:-**

- Medical Emergencies.
- Incident/Accident Reporting.
- Death of a Service User.
- Concerns at Work – Whistleblowing.

**3. Operations**

**NB:** The out of hours On Call Manager is not office based. If they are not at work they will be dealing with issues from their own home.

Therefore, when making a telephone call please be sensitive to this fact and ask yourself the question can the call wait until the morning. Especially if it is between the hours of 23.00 hours and 07.00 hours.
3.1. Duty Hours Local On Call

When on call the Local On Call Manager will be on duty for no less than 6 hours of the on call period.

Both the Senior and Local On Call operate on a monthly rota. Alterations to the rota must be notified to FUTURE DIRECTIONS Secretarial Team. This can only be done with the authorisation of their Operation Manager.

Team Managers must complete their On Call rota a month in advance. Team Managers may change their rota at short notice to cover sickness/absence or for other unforeseen circumstances. A short notice change payment of £15.00 is payable for such circumstances – within 24 hours. Changes to the rota must be notified to FUTURE DIRECTIONS Secretarial Team with the authorisation of the respective Operations Manager.

3.2. Handover

Team Managers are to hand over the following morning to the next person on the rota, ensuring that they are aware of any previous incidents, concerns or health issues.

3.3. Policies & Procedures

All On Call Managers can find appropriate policies and procedures on the intranet when dealing with any concerns or incidents.

4. On Call System (see Flowchart)

When a member of support staff requires the Local On Call Manager they must telephone the appropriate phone number for their area.

On call Manager must document the following information:

- Time and date of the call
- Name of the caller
- Location of the caller
- Telephone number they can be contacted on
- Reason for the call
- Action/response

23.00 Hours to 07.00 Hours

Call relating to the following can wait until after 7.00am

- Reporting or returning from sickness absence leave or other absence.
- Irregularities related to financial matters.
In certain instances it may be necessary for the On Call Manager to attend an incident, these include – Category A and B incidents, Death of a Service User, Serious Fire Incidents etc. You MUST contact the Senior On Call Manager and follow the Lone Working protocol.

The Local On Call Manager will in all cases regardless of time of day/night notify the Senior On Call Manager of the following:-

- Admission of service users to Hospital (if health has severely deteriorated).
- Attendance of service users or staff (if on duty) at an Accident and Emergency Department (if Category A or B incident).
- Death
- Car accidents where the intervention of the Police has been necessary.
- Incidents of aggression, which fall into the Categories A, B.
- Missing persons.
- Security incidents and vandalism where the intervention of the Police has been necessary.
- Failure of essential supplies (Gas, Electricity and Water) if service user health or safety is compromised.
- Fire incidents.
- Floods
- Staff on duty who are under the influence of drink, drugs, etc.
- Authority for overtime and use of Agency Staff related to points listed above.
- Concerns for service users safety and issues of concern.

The Local On Call Manager will in all cases notify the Senior On Call Manager between the hours of 7.00 – 23.00 hours of the following:-

- Admission of service user to Hospital.
- Attendance of service users or staff (if on duty) at an Accident and Emergency Department.
- Errors in medication.
- Complaints and/or allegations.
- Failure of essential supplies (Gas, Electric and Water).
- Concerns for service users safety and issues of concern.
If in doubt contact the Senior Manager.

The person requesting the Local On Call Manager must make a written entry in the 24 Hour Report Book of:-

- The time the On Call Manager was requested.
- On call response time.
- Advice given by the On Call Manager.
- If the On Call Manager visited.

Where a Local On Call Manager fails to respond to a call after two attempts, the Senior On Call Manager will be contacted for support.

5. Responsibilities of On-Call Managers
   (Driving and Use of Mobile Phones)

On call staff must also refer to the Telephones Procedure.

Due to the introduction of new laws and the use of mobile phones staff who are on call are not permitted to respond to mobile phones whilst driving, which may affect the 5 minute response time allowed following a call.
MEDICINE PROCEDURE
‘As Required Medication’

Q1 Has the person got a medicines support plan indicating reason for prescription and criteria for use?

- **Yes**
- **No**

Is the service user prescribed ‘as required’ medication?

- **Yes**
- **No**

Q2 Does the request to administer comply with stated reasons for administration?

- **Yes**
- **No**

Follow Q4 and report absence of medicine support plan to Contract Manager

Follow service user’s management guidelines and risk assessments

If uncertain contact Senior On Call Manager

Q3 Have all the other actions stated been taken before ‘as required’ medication is being requested?

- **Yes**
- **No**

Follow actions stated within medicine support plan

Q4 Has any ‘as required’ medication been administered within 24 hour period?

- **Yes**
- **No**

Administer ‘as required’ medication as per Medication Procedure

Observe service user for adverse effects. If during night then regular (15 minute) observations to be carried out due to increased risks of choking or suffocation

If uncertain contact Senior On Call Manager

Q5 What has been given, when and what is maximum dose permitted within 24 hour period?

- **Yes**
- **No**

Follow actions stated within medicine support plan

Q6 Has maximum dose been administered?

- **Yes**
- **No**

If service user does not settle contact On Call then GP
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Appendix B

MEDICAL EMERGENCY

Q1 Does the incident involve:
- Serious injury
- Sudden death
- Unexpected/unexplained loss of consciousness.
- Unexpected/unexplained major haemorrhage (blood loss) or any other serious medical condition.

Yes

Q2 Has emergency services been contacted?

Yes

Attend property to provide support and guidance

No

Dial 999
State name and address of affected person and nature of emergency. Follow advice given by operator.

Q3 Does the service user have relatives?

Yes

Inform relatives

No

Inform Purchasers/ Duty Social Worker

Ensure all relevant reports are completed

In event of sudden death the On Call Senior Manager

Follow On Call Procedure for managing an incident
**SERIOUS/UNTOWARD INCIDENTS**

**Q1** Is the incident a death, serious injury, major health alert, serious incident/accident, allegation of abuse/ill treatment, major structural defect, fire or potential for the above to occur?

- **Yes**
  - **Q2** Has immediate action to summon assistance from fire, ambulance, police been taken?
    - **Yes**
    - **Follow general incident/accident reporting procedure**
    - **No**
      - **Activate emergency calls**
  - **No**
    - **Inform Senior On Call Manager immediately**

- **No**
  - **Q3** Is the incident a Category A or B incident?
    - **Yes**
      - **Inform Senior On Call Manager immediately**
    - **No**
      - **Q4** Has anyone sustained any injuries?
        - **Yes**
          - **Attend property to provide support and guidance**
          - **Implement emergency contingency plans (where appropriate)**
        - **No**
          - **Q5** Has a suspected criminal incident occurred or is defective equipment involved?
            - **Yes**
              - **Ensure area/equipment is not moved, cleaned, discarded or repaired until Police, MDA or H & S Safety Executive have been informed**
            - **No**
              - **Q4** Has anyone sustained any injuries?
                - **Yes**
                  - **Attend property to provide support and guidance**
                  - **Implement emergency contingency plans (where appropriate)**
                - **No**
CONCERNS AT WORK

Q1 Are concerns regarding other people's practices, e.g.: - Malpractice in workplace. - Abuse of service users. - Financial malpractice. - Disregard for health and safety. - Harassment and bullying. - Breach of financial instructions. (There may also be third party practices not on the list which may be bona fide concerns)

Yes

Q2 Has concern been raised with manager?

Yes

Q5 Is concern in writing?

Yes

Q3 Has concern been raised with Company Secretary?

Yes

Q4 Has concern been raised with Non Executive Director? (01254 821434)

Meeting will be arranged to discuss concerns

Meeting to be minuted for accuracy

Concerns entered in central register

Concerns investigated

Meeting arranged to provide feedback

Satisfied with outcome?

Yes

No

No

If aggrieved about personal position

Use Grievance Procedure

Meeting arranged to discuss concerns

Advise individual to report to Q2, 3 or 4

Contact prescribed person or Health and Safety Executive Environmental Agency
SERVICE USER MISSING/AT RISK

- Service user found to be missing from the home

Q1 Has the house, local area and areas familiar to the service user been searched?
- Yes
- No

Q2 Has the service user been found within 20 minutes?
- Yes
- No

Check service user is mentally and physically okay. If unsure seek medical attention

Make any necessary arrangements to ensure the continued safety of the service user until guidelines can be reviewed

Advise staff to complete all necessary paperwork/reports, 24 hour report, carer notes, PRISM, documenting when noticed missing, time found, by whom, where and condition

Notify family/relatives

Q3 Is there more than one member of staff on duty?
- Yes
- No

Contact local Police giving details of clothing and concerns e.g.

Notify switchboard at FUTURE DIRECTIONS in case they are contacted by Police, press or member of public

Complete Missing Person Record

Notify family/relatives

Staff to search house and immediate area, taking mobile phone with them

On Call Manager to attend and remain in property whilst familiar staff search

Go to Q2

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Appendix E

Out of Hours On-Call Manager Policy
Issue Date: Jan 2013
Review Date: Dec 2015

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DEATH OF A SERVICE USER

- Notified of service user death

Has GP been contacted?

- Yes
  - Contact service user’s GP

- No
  - Attend the property
    - Provide support and reassurance to staff/service users present in property
    - Complete entries in 24 Hour Report, Carer Notes, PRISM and initiate notification of death report
    - Notify Senior On Call Manager

- Contact service user's relatives
- Contact Funeral Directors. Inform them if person has a pacemaker or infectious disease

Senior On Call Manager to notify Executive Management Team On Call/Chief Executive
It is the responsibility of the employee to follow the correct sickness absence notification procedure

Call received from employee re sickness

Q Is it the employees ringing? in sick?

Yes

Q Is the person already at work?

Yes

Q Does the person need to go home or to Hospital?

Yes

Q Is sufficient cover available for them to go immediately?

Yes

Record the employees name; workbase; details of shift/sickness in Incident Report Book – ask in case of injury if it is work related and if so record this. Ask employee how long they expect to be off work and inform them it is their responsibility to ring their Team Manager to keep them informed of periods of sickness and agree how they will be in touch whilst absent from work

Notify the property

Local On Call Manager to attend property until replacement cover can be found.

If any further calls are received for assistance; pass onto Senior On Call Manager.

Notify the property and relevant managers

Yes

No

Notify the property and relevant managers

Record the employees name and work base in Incident Report Book

Yes

Record the employees name and work base in Incident Report Book

No

Notify the property and relevant managers.
INCIDENT/ACCIDENT REPORTING

Q. What type of incident is being reported?

Non Clinical
Which include:
Personal accidents, violence, abuse and
harassment, ill health
(work or environment related); fire, security,
vehicle, complaints.
Others include:
Dangerous occurrence, hazards, serious defects,
ear misses

Clinical
Errors of medication, incorrect treatment
prescribed, neglect of duty, poor standards of care,
incorrect diagnosis, lack of
clinical risk assessment

Serious Untoward
A serious untoward incident is defined as
an incident of such potential gravity or
effect that it must be
reported to the
highest management
level immediately.

Q. Who has been affected by the incident?

Staff
Service User
Other

Q. Has Injury occurred?

Yes
No

Q. Is there still a risk present?

Yes
No

Q. Is medical treatment required?

Yes
No

Arrange for treatment to be accessed.

Q. Has a PRISM report been completed?

Yes
No

Instruct staff to complete PRISM report

On Call Manager to notify relevant managers of incident and action taken.

Follow Guidance in .

Report to Senior On Call Manager.

Arrange additional support/attend property

Q. Is additional staff/support required?
OUT OF HOURS ON-CALL MANAGER POLICY

Appendix I

FORMAL COMPLAINTS

A complaint is:
“Any expression of dissatisfaction that needs a response”
or
“Any expression of dissatisfaction, written or verbal about the quality of care, standards of service, action or lack of action by a person or the organisation which affects an individual or a group of persons”

Q Does the information given qualify as a complaint?

Yes

Q Is the complaint in writing?

Yes

Forward the complaint to Director of Operations at Future Directions CIC, Marle House, Copy in Company Secretary

No

Listen to the person and advise them to discuss the concern with the Team Manager or On Call Manager

No

Q Can it be resolved by the Team Manager or On Call Manager?

Yes

Record information on PRISM – forward to NWM/Operations Manager, who will forward to Company Secretary

Record information in On Call Log.

No

Q Who is making the complaint and what are the details?

Advise the person that you will report the complaint to the Director of Operations/nominated person.

Record information on PRISM – forward to NWM/Operations Manager, who will forward to Company Secretary

Record information in On Call Log.