

July 2017

Out of Hours and Emergency On-Call Cover Policy

Live  Care

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|-----------------|--------------------|
| Date Written | 17.07.2017 |
| Author(s) | Registered manager |
| Version | 2.0 |
| Date Signed Off | 20/07/2017 |
| Reviewed by | |

Unit 1 Chandos House,
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Review Data

Initial Production

| Name | Role/Department | RACI | Date |
|--------------------|--------------------|------|------------|
| Registered manager | Registered Manager | RA | 17.07.2017 |
| Registered manager | Registered Manager | RA | 04.12.2017 |
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R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

| Version | Date | Details of Change | Author |
|---------|------------|--|--------------------|
| 2.0 | 17.07.2017 | Re-write and re-structure of original policy in line with most recent legislative updates. | Registered manager |
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Emergency Contact Details

| Name | Email | Mobile |
|--------------------|------------------|--------|
| Registered manager | fran@livein.care | |
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CQC Fundamental Standards

| Regulation Number | Regulation Details |
|-------------------------|---|
| Regulation 18: Staffing | Providers must provide sufficient numbers of suitably qualified, competent, skilled and experienced staff to meet the needs of the people using the service at all times. |

Key Lines of Enquiry

| KLOE | How this applies to Out of Hours and Emergency On-Call Cover |
|----------|---|
| Safe | By having an effective out of hours and emergency on-call coverage we help ensure the safety of Clients and staff when the main office is closed. |
| Well led | By providing support and maintaining accountability out of hours we ensure that the service continues to be well led at all times. |

Policy Aim

This policy is in place to support those staff members who provide an out of hours service and those staff and Clients who use the out-of-hours service. The out of hours service is available when the main office is closed.

The out of hours' service will be staffed by a member of the care and support team on a rota basis. The member of staff must ensure they are available to react in emergency situations, and where necessary undertake care/support work themselves. Staff must record and where necessary report all telephone calls in the out of hours' folder. At all times staff must be aware of the confidentiality policy. Staff must be aware that they are working during service hours and all company policies apply.

Key Question: When is the out of hours service available?

The out of hours service is available between the hours of 5.00pm – 9.00am weekdays and all hours weekends. The service is available for all staff, Clients, Client's representative and professionals. The Service is only to be used in emergency situations or for issues that cannot wait until office hours.

Procedure for Staff who are providing the Out of Hours Service

- The mobile telephone must be switched on during the agreed hours and kept with you at all times. The mobile phone must not be used for personal use.
- The out of hours information folder must be kept in a secure briefcase and only stored at your home or out of sight in your car.
- When answering the mobile phone you must remain professional, only give relevant information to the caller, follow appropriate action as is required and where a call is outside your remit contact the Manager for advice.

- When a member of staff rings in sick you must ensure you know what rota the member of staff should have been working. Then you must cover that rota by contacting other staff members, where all or some of the rota cannot be covered then, you must undertake the rota yourself.
- Where a member of staff rings for advice or support this must be given within your knowledge, and at times will mean meeting the member of staff to support them. If you are unsure of what advice to give then you must contact the manager. Or in an emergency, the police should be contacted.
- Where a member of staff rings in to report a death of a Client then you must inform the Manager immediately.
- Security of all information and equipment is your responsibility.
- Where you believe that there has been a breach of confidentiality or where information and/or equipment has gone missing then you must contact the manager immediately.
- You must hand over all relevant information to the office the next working day, by contacting the office before 9.30am.

Procedure for Staff who are Using the Out of Hours Service

- You must only contact the out of hours service in emergency situations, for advice or when there is a need to pass on relevant information that cannot wait until normal office hours.
- You must ensure that you have the out of hours contact number with you at all times.
- If you are unwell or unable to work, then you must contact the out of hours service as soon as possible. You must contact them yourself unless there are exceptional circumstances e.g. you are admitted to hospital. Text messages are not to be used.
- You must not contact the out of hours service for non-urgent enquiries e.g. problems with your pay.

Key Question: What are the requirements for on-call staff?

If the requirement to work on-call is specified in an employee's contract of employment or job description, the employee is contractually obliged to do on-call.

Staff contracted to be on-call out-of-hours must:

- Ensure that they are available at all times of the required on-call period, and that members of Living Carers Ltd are informed how to contact them whilst on-call.
- Ensure that they are fit to attend work, must not present themselves for duty in an unfit state (e.g. through alcohol or drugs) and must remain in a fit state whilst on duty.
- Report any concerns about another employee's fitness to work, in confidence, to their immediate manager or to Human Resources, or refer to a more senior colleague.
- Be aware of and follow the local standard operating procedures relating to on-call.
- Be familiar with the arrangements for reporting any unavailability. Staff must ensure their on-call period is covered and revised cover arrangements are communicated appropriately.
- Ensure any requests to come off an on-call rota for health reasons, for a temporary period or permanently is agreed with their line manager, taking Occupational Health advice as appropriate.

Misuse

Misuse of the out of hours service and/or a breach of this policy and procedure can and may lead to disciplinary procedures in line with the company's disciplinary policy.

Key Points to Take Away

- The out of hours service will be staffed by a member of the care and support team on a rota basis
- The out of hours service is available between the hours of 5.00p.m– 9.30am weekdays and all hours weekends
- If the requirement to work on-call is specified in an employee's contract of employment or job description, the employee is contractually obliged to do on-call.
- Misuse of the out of hours service and/or a breach of this policy and procedure can and may lead to disciplinary procedures in line with the company's disciplinary policy.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017

