

IMPORTANT INFORMATION

LCC HUB – 0345 123 6720

LCC Safeguarding 0345 123 6721

Blackpool Social Work Team 01253 477733

CQC 0300 061 6161

Progress Housing Group 03333 204555

Golden Lane Housing Group 0300 003 7007

Empower Housing Group 01257 260712

Places for People Housing Group 01772 666000

Great Places Housing Group 01253 406721

Regenda Housing Group 0344 736 6600

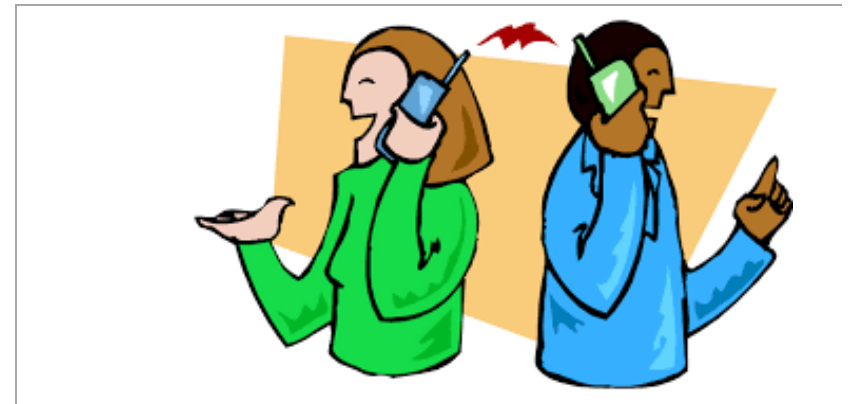
United Utilities 0345 672 2888

Gas Leak / Emergency 0800 111 999

Electricity Emergency 0800 40 40 90

Please refer to the on-call information file for policies, missing persons, safeguarding, service users finances, complaints, disciplinary, challenging behaviours and all other policies and procedures.

On-Call and Duty Managers Handbook



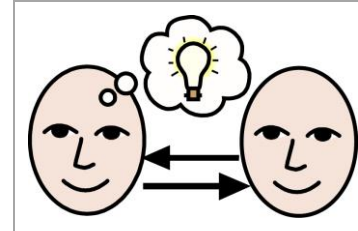
ORMEROD TRUST

Table of Contents

On-call and Duty Management.....	1
Purpose, On-Call Manager, Duty Manager	
Responsibilities of the On-Call and Duty Managers	2
Giving Advice and Tackling Issues	3
Staff Sickness, Absence, Accident	
Service User Illness, Accident	
Loss of public services	
Dealing with complaints	
Vehicle breakdown / accident	
Other Situations that may Occur	4
Missing person	
Medication	
Abuse / Safeguardings	
Challenging Behaviours	
Health and Safety	
Financial Discrepancies	
Emergencies	
Cancellations	
Back- Up On-Call Services	5
Purpose, Responsibilities, Contact	

Back-Up On-Call

Purpose



This service is provided by senior management who have a good knowledge and understanding of the service users needs, relevant legislation and policies and procedures.

Responsibilities of the Back-Up Manager



To offer advice and support in any situation where you may have concerns.

To attend in serious emergency situations.

To ensure legal and compliance requirements are met.

To be prepared to take over the on-call if necessary.

To ensure the mobile phone stays with them and is answered immediately.

To oversee and complete welfare checks on the on-call managers and in services where there are known issues

How to contact the Back-Up Manager

Alternate weeks of back-up on-call are provided by;

Kyla Hunter 07966622512 and Michelle Riches 07896325792

PLEASE CALL IF YOU NEED SOME ADVICE OR SUPPORT WE ARE HERE TO HELP YOU!

Other situations that may occur;

Service user is reported as missing – 1. Check for personal protocols, 2. Deploy managers / staff to search the area. 3. Contact police and state level of persons vulnerability. 4. **Notify back-up on-call.**

Medication issues / error – 1. Identify type of error. 2 If risk of overdose / under-dose / wrong dose / safeguarding contact 111 for advice. 3. Follow medical advice. 4 **Contact back-up on-call.**

Allegations of abuse / safeguardings – 1. Ensure service user is safe. 2. **Contact back-up on-call.** 3. Contact EDT / Safeguarding. 4. If criminal activity suspected contact police. 5. Notify family if appropriate.

Challenging behaviours that required physical intervention – treat as above for safeguarding. Challenging behaviours that are escalating – 1. Ensure safety of service users and staff. 2. Check for personal protocols and follow these. 3. **Contact back-up on-call.**

An urgent Health and Safety issue – 1. Ensure service users and staff are safe. 2. Take immediate action to provide a temporary solution (e.g. faulty electrical equipment – DO NOT USE –REMOVE FROM SERVICE) 3. Inform relevant H&S person (Housing Association, Operations Administration, HQ H&S person, Service Manager).

Financial Discrepancies – 1. Record all details 2. Inform team manager and service manager to complete an audit. 3. Inform operations manager.

YOU MUST CONTACT BACK UP ON-CALL IF AN EMERGENCY SITUATION ARISES –E.G. 999 CALLS ARE MADE OR EMERGENCY SERVICES REQUESTED OR IF YOU NEED TO PROVIDE SUPPORT OR UNABLE TO RESPOND TO ON-CALL .

If a shift is cancelled the allocated staff member should be redirected to an alternative shift. Refusal by staff should be logged and staff will not be paid.

On-Call and Duty Management

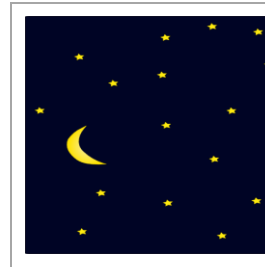
Purpose



To ensure that Ormerod provides a safe, effective, responsive, caring and well-led service.

A Manager is available 24 hours a day 365 days a year to provide advice and support to service users, families and staff.

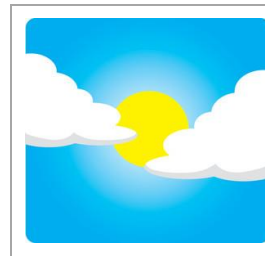
On-Call Managers



This operates 7 days a week from 5pm – 9am. It is operated by 1 manager covering supported living and SOS and a 2nd manager covering Homecare and ISS.

Managers work away from the office and report directly to a back-up manager

Duty Managers



This operates 7 days a week from 9am – 5pm. Managers are based in the office and report directly to the service manager or at weekends and bank holidays the back-up manager. Duty Managers should ensure that all shifts are covered by checking the 'unfilled list' and allocating these shifts to staff able and willing to cover them.

Managers ensure phones are answered and diverted to the appropriate person.

Visitors to the organisation are welcomed.

They are mindful of confidentiality in settings where others may be present.

Responsibilities of the on-call / duty managers; Managers must ensure;

- They have access to staff plan and the server.
- They monitor the live log in system for Homecare either through following the live screen or responding to alerts on the on-call mobile phone. Contact any staff who do not use the log on system. If contact cannot be made with the staff member then the service user should be contacted to check staff are with them.
- That they have the on-call phone or it is diverted to them.
- The mobile phone battery is fully charged.
- The mobile phone network is sufficient.
- The mobile phone remains with them at all times.
- Calls are answered immediately or calls are returned as soon as possible.
- Voicemails are activated and checked so that if the manager is on another call situations can be dealt with
- An accurate record is kept of all calls using the log sheet.
- Staff plan is updated to reflect accurate shifts / occurrences, this includes dealing with shifts being cancelled and staff being re-directed.
- The log sheet is e-mailed to all on-call, duty and back-up managers at the end of the shift
- A verbal handover is given to the next manager taking responsibility for the on-call / duty services.
- They have the means and capability to attend any service where required.
- They attend regular on-call / duty managers meetings.
- They inform back up on call of any significant event or incident as detailed on page 5.
- They remain, helpful, polite and professional at all times.

Giving Advice and Taking Action Tackling common situations;

Staff calls in sick – 1. You need to cover the shift or 2. You will need to do the shift yourself.

Staff have not arrived on shift – 1. Try contacting the missing staff member 2. Cover the shift with another staff member or 3. Do the shift yourself.

Staff member on shift becomes ill, had an accident, a fall, sustained an injury – 1. Cover the shift. 2 Do the shift yourself. 3 Ensure staff member can get home safely (consider a taxi), can get medical support, has family/friend support at home.

Service user is ill, had an accident, a fall, sustained an injury – 1. Check medical history, medication check for personal protocols. 2. Contact 111 or GP for medical advice if it is an emergency CALL 999 for an ambulance. **YOU ARE NOT QUALIFIED TO GIVE MEDICAL ADVICE.** 3. Attend the service. 4. Give reassurance to staff and service users. 5. Notify NOK if appropriate. 6. Provide staff to support the ill person until hospital admission.

Hospital Admissions – Obtain written agreement that the hospital require support from staff and they will fund the support hours.

Loss of public /utility services – 1. Assess needs of service users and staff and provide temporary equipment as required. 2. Contact utility providers and / or housing association. 3. **Contact back-up manager**

Dealing with complaints – Refer to complaints policy and provide details of how to make a complaint and who to.

Vehicle breakdowns / accidents – 1. Ensure medical support is provided 2. Arrange breakdown / recovery services 3. Make arrangements for the service user and staff to return home / get to a place of safety.

