



## On Call / On Call Support Policy

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### Document History

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### Consultation and Ratification Schedule

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### CROSS REFERENCE POLICIES

This Policy should be read in conjunction with;	Details
Policy 1	Adult Support & Protection
Policy 28	Accidents & Incidents Policy

### Appendix 1 – On-call Report

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## On-call / On-call Support Policy

As an On-call/On-call Support member of staff, there is an expectation, that although you may not be familiar with all service users, you will be expected to utilise your skills and experience to support the individual as per their personalised support plan.

When responding to issues/concerns for service users, you should take all necessary action to ensure organisational policies and procedures are followed.

Prior to ending contact with an individual, you should be satisfied the issue/concern has been resolved and service users/staff are no longer requiring your support.

The On-call Rota will be prepared in advance and available through the usual rota/on-call logins.

If you are unavailable for On-call due to annual leave, it is your responsibility to arrange cover and/or reschedule with the Service manager or Operations Manager.

You cannot be On-call whilst you are on annual leave.

On-call operates out-with office hours.

If you are absent due to illness and scheduled to be On-call you must highlight this to the Service manager or Operations Manager when reporting your absence. In these circumstances they will arrange cover for On-call and notify all relevant parties.

The on-call support is a backup to the on-call staff member. The on-call support staff should be the first person to cover calls in the event of a rota issue once all other avenues have been explored. The on-call person should be the last person to physically attend a scheduled rota visit.

### **Roles and Responsibilities**

When On-call, you are required to be free and available to respond to calls, offer advice and, where necessary, cover shifts. This may include verbal support by telephone or attending the service to provide support and/or rota cover.

You should not consume alcohol and be within a reasonable distance to travel to service users. These requirements are so the On-call individual, if required, can cover a shift or provide support in an emergency/crisis situation. The on-call support person should provide rota cover in the first instance. It is the responsibility of the on-call to liaise with the on-call support and coordinate where necessary.

Should you be required to cover the shift or provide support it is essential you refer to Individual Service Users Guidelines to ensure all appropriate action is taken.

Should you have to physically respond and support more than one issue/service user, you should seek support from your on-call support person in the first instance.

It is the responsibility of the On-call person to try and cover the shift with another member of staff. It is acceptable to contact staff on their day off and ask if they are available. If these options are unsuccessful, then as a last resort, the On-call / On-call support would then be required to cover the shift.

If an incident or something out of the ordinary occurs the social care worker will contact the On-call to inform them and seek advice/guidance/support. It is the responsibility of the on-call to contact the Service Manager or Operations Manager to inform them of the incident. If reportable it will then be the responsibility of the Service manager or Operations Manager to report the incident to the Care Inspectorate via E-Forms.

There may be a requirement for the On-call to authorise administration of PRN (when necessary) medication. Should this support be sought it is essential you clarify the required medication, dosage and interval between doses prior to authorising administration. If there are any doubts with regards to medication you must seek advice from a pharmacy, where this falls into out of hours NHS24 must be contacted for advice.

### **On-call Support – for lone workers**

Within lone working situations there may be a requirement for staff to report attendance to the On-call as a means of ensuring their safety.

If workers do not have access to access system, they must report to the on-call their completion of calls.

### **Third Party Contact**

Depending on the situation, the on-call / on-call support may also be required to contact the clients next-of-kin (NOK) or an external body (Emergency Social Work or Emergency Services) it is the responsibility of the on-call/on-call support to document clear and concise notes. All decisions and correspondence with third parties must also be clearly documented. All notes must be documented in the On-call report and a clear handover should be given to all office staff the following morning. Any follow up action taken as the result of an incident should be clearly documented and reported to the Service Manager or Operations Manager.