

PM17 - On-Call Policy and Procedure
 Category: Human Resources Sub-category: Miscellaneous

 **Policy Review Sheet**

Last Reviewed: 07/06/19 Last Amended: 07/06/19

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	Scheduled review
 Were changes made?	Yes
 Summary:	A scheduled review of this policy has been undertaken and the references have been reviewed and updated. It provides a monthly on-call rota form to identify a person to perform the on-call function for the service.
 Relevant Legislation:	<ul style="list-style-type: none"> The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> Napthens solicitors, (2016), <i>Employment and HR</i>. [Online] Available from: http://www.napthens.co.uk/services-for-business/employment-hr/ [Accessed: 06/06/2019] Citizens Advice, (2015), <i>Check how many hours you're working</i>. [Online] Available from: https://www.citizensadvice.org.uk/Documents/Advice%20factsheets/Employment/e-working-hours.pdf [Accessed: 06/06/2019]
 Suggested action:	<ul style="list-style-type: none"> Encourage sharing the policy through the use of the QCS App

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1. Purpose

1.1 To ensure that 4SocialCare Ltd has processes and systems in place to ensure that Service Users' health and wellbeing is consistently supported and promoted.

1.2 To ensure that the staff of 4SocialCare Ltd are fully supported and provided with appropriate advice at all times when faced with an emergency.

1.3 To support 4SocialCare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.4 To meet the legal requirements of the regulated activities that 4SocialCare Ltd is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015

2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Commissioners
- Local Authority
- NHS

3. Objectives

3.1 4SocialCare Ltd will ensure that all emergencies that occur in the evening, at weekends and at other times when management support is not directly present, are consistently and effectively managed to the satisfaction of the staff and Service Users.

3.2 All staff are aware of who they need to contact in the case of an emergency, and the support provided is timely, consistent and effective.

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4. Policy

- 4.1** 4SocialCare Ltd recognises that the health and wellbeing of Service Users are paramount, and that the quality of care and support being provided should not be lessened during evenings, weekends and other times when there may be a reduced management presence.
- 4.2** 4SocialCare Ltd recognises that this policy should not prevent emergency services being contacted if appropriate. The first call in any critical emergency situation should be to the most appropriate emergency service (fire, ambulance or police).
- 4.3** The person providing on-call support should always be suitably experienced and knowledgeable about the services provided by 4SocialCare Ltd.
- 4.4** The person providing on-call support should have a good level of understanding about the specific issues that may result in the need for on-call support.
- 4.5** For the purposes of this policy, on-call support means providing telephone support, but if deemed necessary, physical presence should be provided.
- 4.6** 4SocialCare Ltd will provide guidance and information for the people designated to be on-call to ensure that they are aware of their responsibilities and the actions to take in the event of being contacted.
- 4.7** Staff working for 4SocialCare Ltd will be made aware of the purpose of on-call coverage and will be provided with guidance on the situations where the on-call person should be contacted.
- 4.8** When staff are lone working there is an increased risk of the need for support, especially outside of core working hours. The on-call facility should be provided to ensure that lone workers have consistent access to additional support and advice as required.
- 4.9** Payment for staff for providing on-call support will be agreed and provided separately from this policy, but will always meet the requirements detailed within the Minimum Wage Policy and Procedure, specifically compliance with the National Minimum Wage Regulations and Working Time Regulations.
- 4.10** 4SocialCare Ltd is aware of the Employment Appeal Tribunal handed down judgment in the joint case between Royal Mencap Society v Tomlinson-Blake and Shannon v Rampersad and the Court of Appeal Ruling in July 2018 and will be monitoring any progress and changes that may be required to this policy and procedure.
- 4.11** Staff providing on-call support should have the ability to mobilise resources to support staff working out of hours.
- 4.12** This policy does not form part of an employee's contract of employment and may be amended at any time.

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5. Procedure

- 5.1 4SocialCare Ltd will produce an on-call rota that provides the named person and their contact details.
- 5.2 The rota produced will cover 24-hour periods to ensure that all staff know who is on-call at any given time.
- 5.3 The rota will be appropriately displayed, and staff will be made aware of the person on-call and their contact details.
- 5.4 On-call support should not be used as a replacement for contacting the emergency services. If the situation merits rapid response, then the emergency services should be called. Then, if no senior management staff are available at the time, the person on-call should be contacted to inform them of the situation and the action taken.
- 5.5 Staff will assess the need to contact the person on-call. The following are some situations that may necessitate action through the use of on-call support (this list is not extensive):

- When there are no suitable management or senior staff available (this will predominantly be in the evenings and at weekends, but there may be situations during normal working hours when on-call support may be used)
- When any form of abuse is alleged, witnessed or reported
- When there is any serious injury to Service Users
- When there is any behaviour by a Service User that the Care Plan does not provide a course of action for, or which has not been appropriately risk assessed
- When staffing levels are below the minimum required due to non-attendance of staff on duty
- When there are health and safety concerns for staff or people using services
- Any situation that is effecting the running of the service e.g. lift failure, heating breakdown, flood
- Any serious concern raised by a Service User, or their representative, that requires an immediate response from management
- Any outbreak of infectious disease
- When official confirmation for a course of action is required e.g. sourcing and provision of additional staff

This list is not comprehensive and other situations may arise. Staff should use their skills, knowledge and understanding to assess the need for on-call support

6. Definitions

6.1 On-Call Support

- A person who is available to be contacted to provide a professional service when not officially on duty

Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Staff should know who is on-call at any particular time
- Staff should be aware of when to use on-call support, and when information needs to be shared
- Staff providing on-call support should be available as dictated by the rota, and should be suitably experienced and knowledgeable to provide the advice and support requested
- On-call support should not be used as a replacement for calling the emergency services, as time is critical and the use of on-call support may delay assistance being provided
- Staff should have the facilities to be able to contact on-call support whenever it is needed, and the staff on-call should have appropriate resources to always be contactable
- Staff who are on call must be paid in accordance with the National Minimum Wage and be compliant with the Working Time Regulations in terms of rest periods, daily rest and weekly rest

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Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- On-call support will be used to provide Service Users with a service that does not compromise their safety or wellbeing and this includes during evenings, weekends and other times when management staff are not directly available
- On-call support will be used to provide additional support as required
- On-call support will provide the system to ensure emergencies are appropriately managed, especially outside of core working hours

Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Staff report that the on-call support process is highly effective and timely responses are always provided whatever time the support is requested
- High quality advice and information is consistently provided to staff who use the on-call system
- Service Users report high levels of satisfaction with out-of-hours management support
- Technology supports the use of on-call support and there is never any time when on-call support cannot be contacted
- Staff report that they feel very supported by the on-call service and that people on-call are highly responsive, and always provide face to face support when requested
- The wide understanding of the policy is enabled by proactive use of the QCS App

Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Monthly On-call Rota - PM17	To record who is On-call	QCS

Monthly On-call Rota - PM17

Month:				
Day	Date	Name of Person On-call	Role of Person On-call	Contact Details
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
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Monthly On-call Rota - PM17

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