

ON-CALL PROCEDURE

November 2021

SERVICE PROCEDURE STATEMENT

The purpose of this guidance is to ensure that the Extra Care Housing Service is supported by a robust and responsive on-call system, which covers all times outside of office hours.

This guidance should ensure the support of the individual holding the on-call and allow other Managers and Team Leaders to have adequate rest time, to ensure their own health and wellbeing.

Specific on-call hours are as follows:

Week Days: 17:30 – 09:00

Weekends Friday at 17:30 – Monday at 09:00

Bank holidays will be incorporated into the weekend on-call duty.

Documents relating to this guidance:

- Carer Contact List – To be kept updated by the scheme Manager on MS Teams (Paper copy available as required)
- Tenant Contact List – To be kept updated by the scheme Manager on MS Teams (Paper copy available as required)
- On-Call Rota – Saved on MS Teams in on call folder (Paper copy available as required)

Relating Information to be made available to staff teams:

- On-call Rota
- Manager and Team Leader contact numbers
- Covid guidance
- Hospital Discharge protocol
- Sudden Death protocol

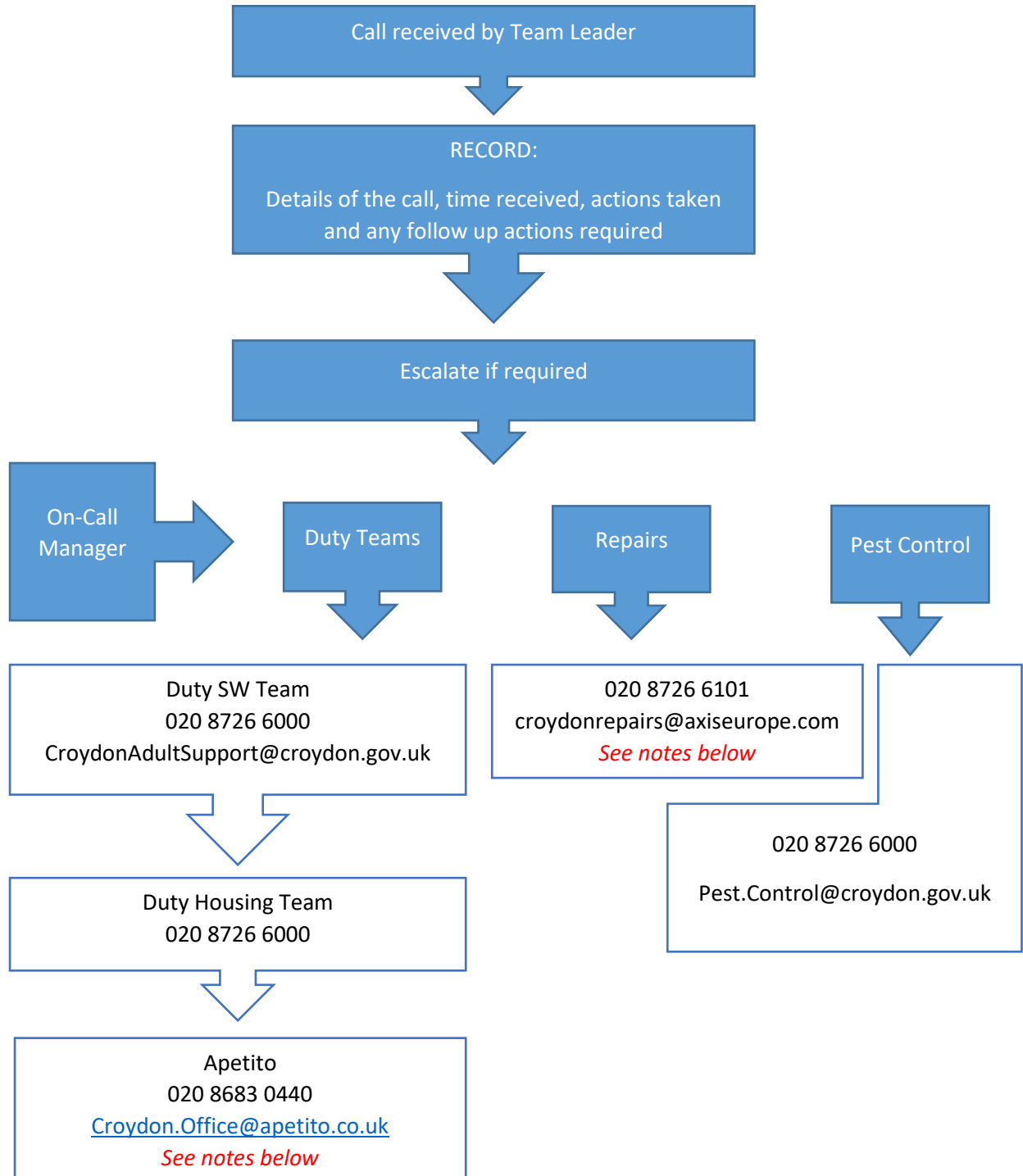
Guidance – How to divert mobile phones to the member of staff on-call

1. Click on phone icon
2. Click on the 3 dots on the right hand side
3. Click on settings
4. Click on calls
5. Click on call forwarding
6. Click on 'ALWAYS FORWARD' – add the number of the individual on-call

****Please remember to remove the divert setting during office hours****

ON-CALL PROCEDURE

There will always be 2 individuals on-call at any one time – a Team Leader and a Scheme Manager. The Team Leader should be the first point of contact, who will escalate to the duty scheme manager as appropriate.



Building Repairs:

The contact centre is open 24 hours a day, 365 days a year for reporting new repairs, (including out-of-hours emergencies).

Apetito:

1. If you are unable to get through by phone, leave a clear messages with your instructions or request.
2. All instructions / requests should also be sent via email, which can be actioned outside of office hours
3. You can also call 0800 090 3601 - 24 hours a day

STAFF SICKNESS:

In the event that the call received is to report staff sickness, it is the duty of the individual on-call to cover the shift.

In the first instance, the carer list for the effected scheme should be used to contact other members of staff to enquire if they are available to provide cover.

If none of the scheme staff are able to cover, and it is unsafe to share the uncovered allocation between the remaining shift staff, agency staff may be requested.

Agency	Contact Number	Scheme covered
Lonecare	020 3371 7355	Frylands, Toldene & Truscott
Eminent	020 3583 0130	Brookhurst, Freeman & Truscott
Starcare	020 8191 7311	Freeman & Southsea
Caremark	020 3598 5127	Brookhurst & Toldene
Carepoint	020 3927 4948	Brookhurst, Frylands & Southsea
Sam Wedderburn (Adecco)	07931 567 624	Truscott House only

Handover:

An end of week handover meeting is scheduled for every Friday at 15:30, via MS Teams. The completed on-call record log should be shared with all Managers and the Service Manager by 09:30 every Monday.

USEFUL NUMBERS:

Brookhurst Court	Eunice Anteh: 07926 085 071 Rebecca Simkins: 07926 085 080
Freeman Court	Mimi Nduka: 07874 600 665 Millicent Agyapong: 07926 085 069
Frylands Court	Amanda Johnson: 07926 085 076
Southsea Court	Rodica Rogojanu: 07926 085 078 Cotrida Roche: 07926 085 235
Toldene Court	Marie Stuart(2): 07707 277 379 Sonia Duckett: 07729 623 731
Truscott House	Cristina Sande: 07926 085 079 Annette Brown-Jackson: 07926 085 073

Direct Dial Numbers for CUH Wards:

WARD	Direct Dial 020 8 401 ****
Duppas 1	3259
Duppas 2	3262
Edgecombe 1	3278
Edgecombe 2	3280
Fairfield 1	3283
Fairfield 2	3219
Heathfield 1	3701
Heathfield 2	3703
Kenley 2	3374
Purley 1	3705
Purley 2	3707
Purley 3	3285

WARD	Direct Dial 020 8 401 ****
Queens 1	3709
Queens 2	3711
Queens 3	3733
Reedham Ward	3713/3714
Wandle 1	3731
Wandle 2 (men)	3735
Wandle 3 (women)	3715
A&E	3016
A&E Liason	3658
ACE	
AMU	3818

Rapid Response: 07768 376 832