

Overtime/Weekend Worker Protocol

The following is a series of guidance notes for CUH/LIFE/OOB weekend/Overtime workers to follow.

Pre- Saturday Shift for Weekend workers:

- The rota identifies who is working on the weekend
- It is the responsibility of the respective team manager to ensure sufficient workers are on the rota
- For Out of Borough (OOB) -The duty worker compiles the Team handover notes with known and suspected Part B clients for the Saturday shift, before close of business on Friday and emailed to the LIFE/OOB Saturday workers and the Senior Management Team on call as well as the LIFE Duty Senior.
- Managers to share Duty rota with weekend workers.
- LIFE List is compiled by therapy team and shared with Duty Senior Saturday morning.

Saturday Shift worker:

- All workers start work at 09:00 to 19:00 (10hours). Workers are expected to claim only hours worked if unable to start as above.
- Workers are to expect to do 2 units of work (2-part Bs, or parts Cs or a combination)
- Where one team (LIFE and OOB) needs help, assessments can and are shared across the service to ensure balance of work and responsibility.
- It is advisable that this work is based at BWH for OOB, Lennard RD for LIFE and CUH for hospital (depending on the team you are working with) workers are present to confer on the work, however MS Teams can be used as an alternative to confer (This applies to LIFE workers).
- A change to the above working arrangement should be agreed with the Team manager prior to the shift.
- All OOB workers are to complete their own phone call checks and share this work evenly

- All Part B's to be completed as face 2 face visits, unless requested by service user to complete over the phone and a risk assessment has been carried out to determine a phone assessment is appropriate.
- Saturday workers to check any Handover, if unclear refer to LAS case notes.
- **OOB Weekend workers to contact LIFE Duty shortly after 9am to establish which patients are already discharged and required PART B's.**
- **Weekend workers to ask LIFE Team/OOB Team for assistance with PART B's if the amount exceeds the number of cases a worker can do.**

Contacts

- Telephone call required for all clients. This involves calls to clients, Next of Kin, hospital wards and care agencies.
- All contacts to be accurately documented on LAS on day of contact
- Weekend workers to complete home visits with full PPE (available in BWH, CUH and Leonard Rd)
- Weekend workers are responsible for remaining in contact between visits and confirming final visit for their own health and safety.
- Weekend workers to update SMT before & after visits (provide name of client and address)
- Weekend workers to carry out an assessment to determine (Chargeable / Non-Chargeable) and will email the outcome to LIFE/OOB/Brokerage inbox for Brokerage to pick up.
- Weekend workers to update LIFE Team/OOB DUTY on outcome of visit.
- Weekend worker to type up Part B, emailed to the LIFE inbox/OOB and Brokerage. Brokerage pick up Part B and send this to agency.
- Weekend worker to upload Part B and send plan for authorisation.
- Life worker must complete the ST-MAX plan and adds the service into the plan and send to brokerage via LAS workflow. (As they currently do with Long Term Plans)
- **Weekend workers are responsible to ensure case notes are updated on LAS/EMIS on the day of visit/contact**

Reablement Client

- ST-MAX created
- Provision added to ST-MAX:
- 1 x initial discharge Reablement POC (backdated to date of discharge)
- 1 x post assessment Reablement POC (if different)
- Brokerage match provision to tracker & complete LAS Brokerage task.

Dom Care Client- DUTY to Pick Up


- POC taken to Panel
- Panel outcome sent to Brokerage (if different to assessment outcome)?

- Weekend workers/Duty seniors to compile detailed, clearly defined handover list and send to the LIFE/OOB Team/CUH Team.

Lone Working Policy: The follow to be used in conjunction with the Lone working, red flag and health safety policy- *See stand-alone policy.*

- Workers to share their visits with duty senior/each other and be in contact between visits.
- Workers to confirm when they have finished their final visit of the day.
- One of the workers (pre-agreed on the morning of the shift) is to text/ call the SMT on call to confirm all workers are home/ on their way home and all visits are completed

Lone Working Guidance <https://proceduresonline.com/trixcms/media/7028/lone-working-guidance.pdf>

Lone Working Policy  <https://lbcccloudadcroydongov.sharepoint.com/:w:/s/col-15/hs/EcW3AcSyXvdPsDPUAlwVRQ8BWVbEPQv2f9yDEErMTSstQg>

Health and Safety Policies <https://intranet.croydon.gov.uk/health-and-safety-policies>

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