

02

On Call Cumberland Care

Procedure

To ensure all services have consistent appropriate out of hours support.

Procedure

The Emergency on call policy

1. The out of hour's telephone number must be used only for the emergency out of hours on call. Telephone: 03003735751.
2. Monday to Friday 9am -5pm please contact your line manager. The emergency on call facility is available from Monday to Thursday 5pm to 9am and from 5pm on Friday to 9am the following Monday.
3. The main objective is to offer telephone support, advice and guidance. In exceptional circumstances the person on call will make a decision whether it is necessary to make an on-site visit to the service.
4. When telephoning the person on call please leave a message with your name and contact details if there is no reply.
5. Examples emergency situations that prompt an emergency call are:
 - Any incidents involving the police
 - Lack of essential services e.g. electricity, water, and gas (please contact the appropriate utility service provider in the first instance)
 - Missing service user
 - Incident involving an actual fire
 - Unsafe staffing levels
 - Medication advice
 - Unexpected death of a service user

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

- Serious safeguarding matters
6. Please remember to notify the on-call manager when the situation has been resolved.
 7. The on-call manager must report any calls that require further action to the relevant local manager the next working day. The local manager / supervisor may also contact their own service manager the next working day to communicate and confirm what actions need to be taken.
 8. Examples situations that **DO NOT** need to be reported to the on-call person:
 - Authorisation for staff working 50 hours this will be communicated to the local Manager the next working day.
 - Expected death
 - Minor maintenance issues
 - To provide extra staffing levels
 - To report an incident which is to provide information only. This can be reported to the local manager on the next working day
 - Any issue that is purely a notification
 9. For **non-urgent** information (not requiring an immediate answer / support) you can leave a message 01228 226677. You can also send an email using the following email address CumberlandCareOnCall@cumbria.gov.uk The on-call manager will check the messages periodically.
 10. Where there is reason to believe the incident runs into the emergency contingency plan the on-call / service manager will usually act as the emergency / incident co-ordinator but if necessary, they may need to delegate the incident co-ordinator role to another appropriate member of staff. It is the responsibility of the service manager / on-call manager to inform the senior leadership team and other agencies as necessary. (Continue with the E4 emergency plan). It maybe that the incident is significant enough that this needs escalated to silver / gold command.