**POLICY REGARDING ON CALL PROCEDURES**

**SCOPE OF THIS POLICY**

This policy describes the circumstances in which staff should utilise the On-Call facility. It also describes the nature of the arrangements and the duties of the designated On-Call Manager.

**BENECARE OUT OF HOURS MISSION STATEMENT**

On Call is a vital necessity. In certain circumstances we consider it **mandatory** that the Senior Management Team are informed **immediately** of serious events that occur on shift.for instance, police emergency attendance **(See Section 4 for a list of Serious Events).**

Senior Managers can be contacted on;

***Sue Edmed – Operations Manager - 07732 252732***

***Lauren Walczak – Registered Manager - 07951 720032***

***Patricia Clinton – Business Manager - 07495208186***

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**1.****Introduction**

The On-Call service is available to all staff.

It consists of a telephone advice and support service from members of the management team who provide 24/7 cover for all out-of-hours emergencies. The service is staffed by:

* Monday – Sunday – a member of the home’s management team. This will be identified on the rota for the day/week. These managers can be contacted on their work mobile phone number;
* Friday – Sunday – a member of the home’s management team who will be on-call for the whole Organisation, this is only to discuss Regulation 40 matters which requires a notification to Ofsted. The manager on call is identified on the weekend rota and they can be contacted on their work mobile number.

If the on-call manager is not able to answer their phone during out of hours please ensure you contact another homes manager and or the senior management team.

**2.****Responsibilities**

The On-Call manager will be on call from home and must be able to respond promptly to issues referred to them for the duration of their on-call duty. Managers fulfilling this duty are expected to be available and capable of fulfilling the on-call duty in line with normal professional expectations of their role. Where this is not possible, for example through illness, the on-call manager MUST ensure alternative arrangements are in place and communicated effectively.

The On-Call role is primarily one of offering support and advice in making decisions and facilitating in potentially difficult circumstances. On-call managers may also be contacted to confirm actions taken by staff are appropriate and that there are no shortfalls or omissions.

However, there may be occasions where it is necessary for the on-call manger to have contact with children and young people; such as when conducting welfare checks on the telephone or directly by visiting the home. It may also be necessary for them to have contact with other professionals (Social Workers, the Police). Managers must ensure they are able to fulfil these responsibilities appropriately.

It is the responsibility of the On-Call manager to:

* Provide advice, management, guidance and support to staff when contacted for assistance;
* Follow all organisational policies and procedures by reporting any relevant incident to the Registered Manager of the home concerned and, where necessary the Responsible Individual (Lauren Walczak) and/or Safeguarding Lead for Benecare Ltd.
* Be the first contact if a major incident occurs;
* Ensure that all advice, decisions, and actions are recorded and entered onto the relevant plans/documentation.
* Where necessary conduct welfare checks for children and young people and act as a point of contact for other professionals.

**3.****Emergencies**

In the case of a genuine emergency, such as where a child or member of staff is in immediate, significant danger and those involved are unable to take steps to protect the person or the home, or where someone requires emergency medical assistance, the necessary emergency services should be contacted before the On-Call manager. The on-call manager should then be informed at the earliest possible opportunity.

**4.****Serious Events**

The On-Call service must be contacted if any of the following events occurs:

* Death of or serious injury to a child or member of staff, including injuries requiring attendance at the Accident and Emergency department or significant accidents which may have resulted in harm (e.g. car accidents);
* An allegation against staff or others working with children, or a Child Protection referral, including concerns relating to the conduct of members of the public or others not working in the home which may have an impact on the welfare of children living there;
* A child requires emergency professional medical intervention (i.e. not routine or scheduled appointments);
* An allegation that a young person has committed a serious offence, police involvement, or requires an appropriate adult interview;
* Suspected or actual trafficking or sexual exploitation of a child;
* A child is reported as missing or absent from the placement;
* Suspicion that a young person or staff member has a serious infectious disease;
* Fire, flood, natural disaster or other circumstances likely to seriously affect the home;
* A member of staff being taken seriously ill or staffing issues that cannot be resolved locally (prior to notifying the on-call manager of staff sickness/shortage, staff working in the home should make appropriate efforts to resolve this i.e. calling other homes for support, calling staff members who may be able to cover);
* A member of staff acting in breach of their contractual obligations, or where there is alleged misconduct.
* Any other event which requires Notification under Regulation 40 or that is deemed significant by staff working in the home.

**5.****Allegations Against Staff and/or Carers**

The On-Call manager must be contacted if a young person makes an allegation of abuse against a member of staff or other person working with children. In such situations the primary responsibility is to ensure the safety of the child or young person in the home, and arrangements for doing this will need to be discussed with the On-Call service on every such occasion.

**6.****Recording of On-Call Activity**

The On-Call manager is responsible for recording all communication, advice offered and action that has taken place out of hours and ensuring that the relevant Registered Manager is made aware of any events.

Relevant Registered Managers, the Responsible Individual (Lauren Walczak) should be informed on the next working day of events requiring Notification to Ofsted or other significant occurrences. If the events occur over the weekend the Out of Hours Manager on call covering Regulation 40 matters must be contacted.

**End**