

Family Nursing & Home Care On Call Procedure

Approved By: Chief Executive Officer
Date Approved: 16.01.10
Date for Review: 16.01.13

Relevant FN&HC Policies:

Statement of Intent

Family Nursing and Home Care recognises that staff working outside of normal office hours may require access to additional managerial support and guidance it has therefore put in place an 'on call' system for Home Care Support staff, Nursing staff and Operational Leads who have access to the Senior Managers should a situation occur they feel unable to handle alone .

Scope/Responsibility

This applies to all Staff, who are working outside normal office hours.

Process

Rotas

On Call Operational Leads

A list is prepared by the Divisional Secretary on a monthly basis of who is on call on which days and faxed through to the Jersey General Hospital switchboard. This is faxed through at the end of the month.

The hospital switchboard will be advised of any changes to the rota.

Bleep List for all District Nurses including Twilight

The 'Bleep List' is prepared on a Thursday morning from the monthly 'Off Duty' list by Reception staff. This is then faxed through to the Hospital switchboard. This is faxed through on a Thursday weekly.

Any changes to the bleep list, the District Nurses will notify the Hospital Switchboard directly.

1. District Nurse Cover at Week-ends and Bank Holidays

- 1.1 One District Nursing Sister or Deputy Sister is on duty at week-ends and on bank holidays until 1700 hours to provide advice and support for both Locality Staff Nurses, as well as being counted in the staffing numbers for the locality in which she normally works. A duty rota will indicate which week-end each Sister will work.
- 1.2 Other staff working outside normal hours will also have access to the 'on call' Home Care Locality Coordinators and the 'on call' Operational Lead.

2. Home Care Locality Coordinators 'on call'

- 2.1 A Home Care Locality Coordinator from each locality will be 'on call' from 0700 hours to 0830 hours Monday to Friday to provide advice and support, in the first instance, to Home Care and Health Care Assistants.
- 2.2 A Home Care Locality Coordinator from each locality will be 'on call' from 0700 hours to 1700 hours at weekends and on bank holidays to provide advice and support, in the first instance, to Health Care Assistants.
- 2.3 The Home Care Locality Coordinators will distribute the monthly 'on call' rotas to all Home/Health Care Assistants, Operational Leads and District Nursing Sisters.
- 2.4 In the event of a Home Care Locality Coordinator being absent or on annual leave they will ensure that this is appropriately communicated and the changes to the 'on call' rota is made available to all relevant parties in a timely manner.
- 2.5 Please note that the On Call Home Care Locality Coordinators can be contacted directly on the mobile phone number provided by them.

3. Operational Lead on Call

- 3.1 An Operational Lead will be 'on call' for evenings, weekends and bank holidays in order to ensure there is an avenue for staff to obtain advice and support.
 - The Operational Lead 'on call' will be responsible for supporting and offering advice on issues which may be raised by concerned staff members on duty at the time.
 - They will offer advice and support relating to staff/patient safety issues and incidents.
 - They will be able to contact a member of the Senior Management Team should they encounter situations they feel unable to handle alone.
- 3.2 All the above are areas of work the Operational Lead would be expected to deal with in a normal working day.

4. Senior Management

- 4.1 Telephone contact numbers will be made available for the Senior Management Team for the 'on call' Operational Lead.
- 4.2 Should a serious incident occur the Chief Executive Officer and/or Acting Senior Manager should be contacted.

5. Responsibilities of Senior Manager

- 5.1 The Senior Manager is responsible for:
 - Major incidents involving staff, for example: road traffic accidents, injuries/death, safety concerns.
 - Incidents relating to Family Nursing and Home Care establishments; for example, break-ins, fire, flood etc.

- Incidents relating to the Le Bas Centre; for example break-ins, fire, flood etc., a nominated person from the Public Health department can be contacted using the Hospital Switchboard. The nominated person from Public Health will then contact the Operational Lead 'on call' if necessary.
- Any other incidents that cannot be handled by the Operational Lead 'on call'.

6. Accessing 'On Call' Staff

Staff will be able to access the appropriate person 'on call' by (**See Flow Chart**).

6.1 Home Care Locality Coordinator

Using the mobile telephone number provided by the Coordinators 'on call'.

6.2 Operational Leads

Using Hospital Switchboard

6.3 Senior Managers

Usually via the Operational Lead 'on call' or if immediate direct contact is required, using the bleep system and/or the Senior Manager's mobile telephone/home telephone number.

- 6.4 All staff on duty outside of normal office hours should have access to the 'on call' rota/duty list.

7. Reimbursement

- 7.1 Home Care Locality Coordinators will submit on call forms to the Operational Lead – Home Care Support at the end of each month.
- 7.2 Operational Leads will submit on call forms to the Chief Executive Officer at the end of each month.
- 7.3 Senior Managers will receive no payment unless they are required to answer a call or make a visit in which case they will submit a time in lieu form to the Chief Executive Officer.

FLOW CHART

Nursing Staff

Home Care Support

All Other Staff



**STAFF NURSE/
SENIOR HEALTH CARE ASST**
Switchboard/mobile phone/bleep

HOME CARE LOCALITY COORD
Mobile Phone

CONTACT JGH



SISTER ON DUTY

OPERATIONAL LEAD 'On Call'
Switchboard/mobile phone/bleep

Switchboard/mobile phone/bleep



OPERATIONAL LEAD 'On Call'

Hospital Switchboard



SENIOR MANAGER



CHIEF EXECUTIVE OFFICER

On Call Procedure - document history

Version	Who Changed	Date	Approved by
1.1	Working Party	13.02.06	K Huchet
1.2	Working Party	11.07.08	P Massey

Version	Narrative
1.1	Annual Review – Changes made
1.2	Changes to on call system required procedure to be updated.

