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| **EXPECT GROUP OF COMPANIES** |
| ON-CALL ARRANGEMENTS |
| **Scope**This procedure describes the roles and responsibilities of staff to maintain adequate support of staff in out of hours situations. |
| **Related Expect Documents**On Call RotaMA012.1 On Call NoticeMA003.5 EDT Site ProfilesCommunication Book |
| CONTENTS[1 AIMS 2](#_Toc368658501)[2 STANDARDS OF EXCELLENCE 2](#_Toc368658502)[3 ROTA 2](#_Toc368658503)[4 ON-CALL MANAGER RESPONSIBILITIES 3](#_Toc368658504) |
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EXPECT GROUP OF COMPANIES

ON-CALL ARRANGEMENTS

# AIMS

* Advice and support is available at all times to staff in the service from a more senior member of staff.

# STANDARDS OF EXCELLENCE

* Staff are given appropriate support to allow them to offer a high standard of care.
* Staff on the on-call rota have the appropriate experience and expertise.
* A suitable and flexible rota is in place

# ROTA

## The Divisional Director shall ensure that staff have the management skills, expertise and experience to be able to carry out the responsibilities of the On-Call Manager role.

## The Divisional Director shall ensure:

a) the On-Call rota is designed as a rolling rota to cover a period of at least 3 weeks.

b) all Managers who are eligible for On-Call duty take part to ensure fairness to all involved.

c) a site profile for each service user (MA003.5 or MA012.3) is available for all On-Call staff, with guidance and information pertinent to the area being covered, adding new information as it becomes available and reviewing the information and guidance at least every 12 month or as detailed in the profile.

## On-Call Managers shall liaise between each other to change the rota in the event of sickness or other emergency situation. All alterations to the rota must be communicated to the Divisional Director.

## The on coming On-Call Manager shall ensure they read the communication book and take note of all relevant information.

## The On-Call Manager shall be available to be contacted:

* between 17:00 to 09:00 Monday to Friday.
* from 17:00 Friday to 09:00 Monday.
* At all times over a bank holiday.

# ON-CALL MANAGER RESPONSIBILITIES

## The On-Call Manager completing their duties on a Monday shall arrange the handover of the On-Call information (where appropriate) to the Manager taking over the On-Call.

## The On-Call Manager shall:

##### remain available at all times for contact by telephone.

##### when contacted, offer such assistance as may be required or requested recording in the appropriate On-Call Communication Book and if applicable on the relevant documentation.

##### in an emergency situation arrange to cover or as a last resort, cover a service.

##### seek advice from the Divisional Director or other senior manager, informing them as soon as possible, of any SERIOUS incidents or problems and act on the advice given e.g. unexpected death of a service user.

##### where incidents or problems are less, ensure the communication book is updated and include any other relevant information or documentation e.g. sickness/absence forms.

##### when covering a support shift, in line with Expect's policy, complete their timesheet and forward it to their line manager for authorisation.

## When covering a support shift whilst on-call, the on call manager can only claim one shift payment at a time (i.e. either support shift or on-call payment).