

## Children's Homes On Call Policy and Practice Guidance

### 1. Introduction

All staff members of the Stockton Residential Children's Homes have access to the On-Call service on an "out of hours" basis. Managers and Deputy Managers from various houses work on a rotating basis to deliver the service. All employees are required to consult their own Homes Manager or Deputy Manager during office hours for any support or direction. The homes manager should not be contacted out of hours instead of the on Call

The service's purpose is to give staff members telephone advice and guidance when handling emergencies. The rota will be provided in advance (subject to any necessary changes) and contact numbers provided.

### 2. Responsibilities

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Throughout their on-call, the on-call manager will be accessible to address concerns that are directed to them as quickly as possible. It should be mentioned that the on-call service is not an emergency service, thus it shouldn't be used in place of actual emergency services.

With regard to making judgements in potentially challenging situations, the On-Call duty is to provide direction and advice. There is no expectation that on-call will cover shifts where absence has occurred. The responsibility for covering shifts outside of office hours remains with the Shift Leader.

Any notifiable incident (Under Reg 40) must be discussed with the on-call manager so that a decision may be made about how to complete the Regulation 40 report promptly.

The on-call Manager must be promptly notified in person by Phone call by (Not Text message) any employee who is unable to report to work due to illness, along with the nature of the absence and the anticipated length of the absence.

### 3. Emergencies

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The necessary emergency services should be contacted before the On-Call manager in the event of a genuine emergency, such as when a child or staff member is in immediate, serious danger and those involved are unable to take action to protect the person or the home, or when someone needs emergency medical assistance. The manager who is on call should therefore be informed as soon as possible.

### 4. Serious Events

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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's Procedure or Child Protection Referral Procedure - 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 at hospital (i.e. not routine or scheduled appointments);
- An allegation that a young person has committed a serious offence or police involvement is required where a child is taken into custody. (See Role of Appropriate Adult Guidance);
- Suspected or actual trafficking or sexual exploitation of a child;

- 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 shift leaders are responsible to 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 as a serious event.

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

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The Shift Leader will be responsible for completing all communication on the on-call log response sheet, this will include, and advice offered and action that has taken place. These will then be required to be sent to the relevant on-call manager and Team Manager.

Staff should record their part and the on call manager should record their advice provided , which should be returned at the first possible opportunity to the shift leader.

**All serious incidents should be discussed, and managers together reflect on actions taken.**