

Medical Emergency Policy and Procedure

1. Purpose

1.1 Deterioration in acutely unwell Service Users can happen quickly and have catastrophic effects, the purpose of this policy is to ensure Complete Care Agency staff have access to the best practice framework to aid monitoring and response in a timely manner.

1.2 This policy dovetails with other relevant policies and procedures and so should be referred to for further guidance and standards.

These include:

- First Aid Policy and Procedure
- End of Life Care Planning Policy and Procedure
- Resuscitation Policy and Procedure

1.3 To support Complete Care Agency in meeting the following Key Lines of Enquiry: E1, R1, W4

1.4 To meet the legal requirements of the regulated activities that Complete Care Agency is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Nursing and Midwifery Council (NMC) Legislation
- The Medical Devices Regulations 2002

2. Scope

2.1 The following roles may be affected by this policy:

- Registered Nurse Manager
- Nurse
- Care staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- External health professionals

3. Objectives

3.1 The objective of this policy is to provide a clear framework for a co-ordinated approach for:

- Identifying any deterioration in Service Users
- The next steps to managing the emergency situation
- Working within own realms of competence and in accordance with Professional Codes of Conduct
- Standardised practice for care workers in the detection of clinical deterioration with the aim of preventing further deterioration and possible subsequent cardio-respiratory arrest

4. Policy

4.1 All Complete Care Agency's care staff will ensure Service Users receive appropriate high-quality care and respond to emergencies in a calm, professional and timely manner. Complete Care Agency must ensure that all care workers understand their duty of care.

4.2 Complete Care Agency will support and train staff to deal effectively with medical emergencies.

4.3 Care workers are responsible for:

- Complying with the standards in this policy
- Documenting their findings in the service users records
- Attending training as per Complete Care Agency's training matrix

4.4 The Registered Nurse Manager is responsible for ensuring:

- All relevant staff in the service are working within the standards of this policy
- Complete Care Agency care workers have access to the other suit of policies and procedures for the safe management of clinical conditions that are known to potentially put Service Users at risk of deterioration.

5. Procedure

5.1 All care workers will have an awareness of Service Users at Complete Care Agency who may be at higher risk of deteriorating or complications, this includes but is not exclusive to:

- Recently discharged from hospital
- The frail elderly
- Service Users with chronic conditions e.g. COPD, heart failure, diabetes or dementia
- Service Users who are slow in responding to treatment
- Service Users being treated for an infection
- Service Users with pressure ulcers
- Severe acute illness

For this group of Service Users, care workers should offer a higher level of observation and respond to any non-emergency changes in condition by contacting the Service Users GP in a timely manner. Care workers must ensure the office is kept informed of concerns at all times.

5.2 Responding to a medical emergency

In the event of a medical emergency, trained care workers will assess and respond to the Service User within their own realm of competence, training and experience.

5.3 Procedure for responding to an emergency situation

Step 1

The attending care worker who discovers the Service User will assess for any immediate danger and then request help from the most appropriate service, this may include the GP, ambulance or office

Step 2

Care staff will inform other appropriate people that an incident is taking place. This may include the office, next of kin, and other care workers in attendance.

Step 3

Care workers will ensure where it is likely a transfer to acute care is needed, that any relevant information such as care records and MAR chart are shared. Staff should contact the office for advise regarding the provision of an escort.

Step 5

When it is safe to do so, and in a timely manner, relatives will be informed of the medical emergency. All emergency action will be documented in the Service User's care plan immediately following the incident.

5.4 Medical emergency equipment

Where emergency equipment is in use, care staff must be trained to use this safely. All equipment must be in good working order and ready for use.

5.5 Training and education

All staff will undertake training in basic life support and first aid. This will be recorded on the matrix and will be refreshed annually.

For all new care workers, Complete Care Agency will follow the Care Certificate and completion will be documented.

All care workers must understand how to respond in an emergency, which includes:

- Know when and how to call for help

- Use a look, listen and feel approach to provide a basic handover to senior staff

- How to access equipment

- How to communicate to other health care professionals

Review of this Policy

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Complete Care Agency