

MISSED & LATE CALL PROCEDURE

Why a Procedure?

In order to safeguard the service user from missed and late calls the following procedure should be followed. This procedure will allow for identification of errors which have lead to these incidents occurring and allow for the review of how this has happened and what we can learn from the incident.

Staff should recognise the importance of this procedure and use it as a Safeguarding tool in order to ensure both the safety of the service user and the reputation of the company.

Missed Calls

On the reporting of a missed call by a service user, relative, staff member or other the following procedure should be followed.

Offer the service user or relative a carer to attend immediately. If this is not appropriate or required offer an apology, advise that we will be looking into this and will get back to them with an outcome.

In the event that a missed call has occurred, this will be initially recorded on the complaints log by the person receiving the report.

The manager will investigate the circumstances in accordance with the complaints procedure.

If it is found that a missed call has occurred as a result of the negligence of any employee, the manager will initiate the disciplinary procedure.

The service user or relative should be contacted and informed of the outcome of our investigation and what we have done to ensure this will not occur again.

Accurate records should be maintained on the database for both the service user and staff member.

Managers should report weekly any missed calls to the appropriate local authority and CQC.

The employee concerned is liable to summary dismissal should the outcome of the investigation find that, as a result of the missed call, the Service User was placed at undue risk or at worst may have suffered injury and/or death.

Late Calls/Near Misses

On the reporting by a service user, relative, staff member or other that a late call has occurred or will the following procedure should be followed.

Identify if a carer is running late, if so inform the service user of this and that they will be along as soon as possible. Advise of an estimated time.

If they will be too late to the call to meet for a double up call or in order to provide care at an acceptable time in relation to the call (i.e. a morning call should be done prior to 10:00am unless requested otherwise). Another member of staff should be requested to attend. If necessary a Locality Coordinator should attend in order to ensure smooth running of the service.

Complete the late call sheet in order for managers to identify if this was an isolated incident or changes need to be made to i.e. Staff rotas, length of time spent at calls in the run. A review may be needed if a service user is going over on a regular basis
Travel time – traffic issues or route change due to road works.

All identified near missed calls should be recorded on an incident sheet; this will be investigated by a Manager in order to identify reoccurring patterns.

All late and missed calls must be recorded on the database log.

Covering of Calls to Service Users

Staff who are covering calls due to staff sickness or other reasons must ensure they complete the appropriate log sheet.

Staff who have been asked to cover certain calls or whole runs should have this logged in the first column of the log once confirmation is received they will assist.

Information on the calls being covered should then be given either via text (column 4) or verbally (column 5).

Staff allocating this work should then ensure they have the carer verbally read back to them what has been requested to be covered and when.

Staff completing this whole process should sign at the end to show this has been done to completion. The carer is now responsible for any missed call as the staff member allocating the call has taken every step to ensure the staff have the information and it is correct.

If the whole process has not been completed prior to the out of hours on call taking over then this sheet should be handed to them so that they can ensure that the carer has the calls correctly.

This log sheet should be completed and kept in a folder for this purpose so that investigations into missed calls can be carried out in a timely fashion.

Employee's Responsibility

In order to assist in preventing missed calls each employee is responsible for:

- Checking their rota thoroughly each time it is received and as needed thereafter. Even if the employee usually attends the same service users changes can be made at any point so should still be checked.
- Ensuring they respond to messages from the office if they are being requested to cover extra calls or to change their rota.

- Once changes are confirmed employees should add this to their copy of the rota to ensure this is not then forgotten.
- Employees must notify the out of hours on call that they have arrived for night sits safely, so the managers know that nobody has been missed.
- All missed calls should be reported to the office as soon as this is identified. Employees will be required to attend an investigatory meeting to identify the cause of the missed call.
- Any person whether care staff or office staff found to have been the cause of a missed call may be subject to disciplinary action.

Review Process

In order to ensure the company learns from errors made which have lead to calls been missed or nearly missed. Or late calls being incorrectly dealt with which will ultimately lead to complaints the following procedure should be followed.

Errors made by office staff or care staff should be documented and discussed with them. Whilst a blame culture is to be avoided it is recognised that in order to learn from incidents where errors have occurred staff should reflect on their part and identify what went wrong and what can be done in future. Staff need to be aware of the seriousness of calls being missed.

Managers should discuss with staff and complete the lesson learnt section of the incident report.

Managers should report figures to the Director on a weekly basis via email and maintain accurate records to allow for an annual review of both missed calls and late calls.

Review of this Procedure

Date: 27th March 2017

Review Date: 27th March 2020

Calls being covered by office – log sheet

[illegible]

Late call sheet

Call taken by:

Time:

Date of late call:

Call late to:

Am

Noon

Aft

Eve

Night

Companionship

shop/clean

Carer running late:

Carer running late because:

Action taken by Locality Coordinator or Manager:

Service users informed if necessary
may be affected)

YES

NO

(includes others who

Staff informed if necessary
may be affected)

YES

NO

(includes others who

Review of service user required:

YES

NO

Handed over to:

Review of run required:

YES

NO

Handed over to:

Action taken if necessary:

Changes which have been made:

Managers review:

Signed by staff