

On Call Policy and Procedures Accommodation Office

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None	Not applicable

Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

Consultation

The following were consulted during the development of this document:

- Accommodation Manager - Manager of NNUHFT Residences

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- Assistant Manager – Assistant to Manager of NNUHFT Residences
- Engineering Supervisor – maintenance lead
- Compliance Maintenance Supervisor – compliance lead

Monitoring and Review of Procedural Document

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous however as a minimum will be achieved at the point this procedural document requires a review e.g. changes in legislation, findings from incidents or document expiry.

Relationship of this document to other procedural documents

This document is a standard operating procedure (SOP) applicable to the NNUHFT Residences.

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1. Introduction

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUHFT) Residences provides accommodation for its medical/administrative staff, NICU (Neonatal Intensive Care Unit) parents, visiting scientist/research fellows and visitors. The accommodation is provided either on a short term (nightly) or long term (stays over 28 days) basis.

Rationale

The on-call service provides 24 hours' service for residents for any emergency maintenance issues and access issues.

Objective

The aim of this On call SOP is to provide appropriate detailed procedures which correctly record all procedures for staff undertaking On call Shifts for NNUHFT Residences.

Certain posts in the maintenance team in addition to the Accommodation Manager have a requirement to participate in on-call rota. All participating have to meet the set criteria of living no more than 30 minutes from the NNUHFT Residences rota to provide 24-hour cover for tenant emergencies.

The rota will be on a one-in-three weekly basis or less, except under exceptional circumstances and during leave or staff shortages when a rota of one-in-two may be required. This is set in advance and recorded on Health roster.

Scope

This document applies to the named staff group working in the NNUHFT Residences, whose role is to undertake and cover on call shifts. This applies to all tenants and visitors staying in the accommodation as an on call out of hours emergency service.

Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
On-call Rota System	Booking of Rotas for on-call
Health Roster	On call and call outs shifts recorded for payment
Call Out Fees	Defined set charges which are reviewed annually
Tenant/Resident	An individual staying in NNUHFT accommodation
NNUHFT Residences	3 Accommodation blocks owned by NNUHFT
PDQ Machine	ATM Card Machine

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2. Responsibilities

Accommodation On Call Officer – to cover the on call shifts out of hours at the NNUHFT Residencies to offer service to tenants staying in the accommodation for emergency purposes only.

- Accommodation Manager - to manage all aspects of on call procedures including booking rotas
- Assistant Admin Manager - in the absence of the Accommodation Manager to manage all aspects of on call procedures
- Nominated On call staff - to participate in on call rota

3. Policy Principles/ Service to be delivered/Processes to be followed

- The rate payable for on-call is reviewed annually and linked to RPI. It is currently £11.07 per duty.
- There are 9 duties per session per week.
- Each duty is from the conclusion of the normal working day (5:00 pm) to the commencement of the following working day (7:30 am) during the week (5 duties) and from the end of work Friday (4:00 pm) to the commencement of work Monday (7:30 am) (4 duties for the weekend).
- On call rotas on Christmas Day and New Year's Day are paid at x 2 = 4 sessions per day. Other bank holidays are payable at x 1½ = 3 sessions.
- In addition, payment is made for each call out which necessitates the employee travelling to an incident.
- A minimum of two hours is claimable per attendance.
- When an on-call officer carries out a maintenance repair this can be claimed by adding an additional 2 hours to the callout e.g., four hours claimable instead of two. It is not envisaged that this payment would relate to such items as changing a light bulb, re-setting a fire alarm panel, turning off a stop cock, re-setting a tripped-out fuse, or similar actions but would be in relation to items of repair which require a degree of specialist knowledge. These should be logged and agreed by the Maintenance Manager monthly for payment.
- Out of hours travel expenses will be paid for those working if they do not own a car. Public transport would be expected mode of travel only in exceptional circumstances should taxis be used by on-call staff. E.g. Public transport not available due to hour of the callout.

On-Call Procedure for NHS Staff Accommodation

- Tenants call the NNUHFT Switchboard (01603 286286) from where the call is diverted to the on-call.
- The on-call officers, work a 1 in 3 rota, except in exceptional circumstances when it may be necessary to work 1 in 2

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- The on-call rota is agreed in advance and published in the On-Call Rota System and is only to be varied in exceptional circumstances and with the prior agreement of the On-call Co-ordinator.
- Emergencies must be responded to as quickly as possible (target time 20-30 minutes); response times to non-emergencies, e.g., lockouts, can be longer, but in any case, no longer than a target time of 1 hour.
- The Accommodation office or on-call Co-ordinator to be contacted the next working day with information on any callouts/problems that have occurred.
 - All calls-outs to be assigned to health roster and notes added to include reason for call-out.
 - If emergency services are present at the call-out, on-call officers must always present themselves to the person in charge and advise them of their role. Officers are to have as much information as possible available about the names of the people in the accommodation, location of rooms and keys/means of access to the properties.
 - An on-call rota will be agreed quarterly with all staff involved in the on-call rota, by the On-call Co-ordinator.
 - Whether or not a call constitutes an emergency will be assessed by the on-duty on-call officer and, if categorised as an emergency, will be dealt with accordingly, either by the on-call officer or past onto the appropriate contractor. If the call is considered not to be an emergency details are taken, and the caller advised that the issue will be dealt with the following working day

Procedure when responding to an on call out

- Hands free kits must be used in cars or, if driving without a kit, the call answered/returned when the on-call officer has pulled off the road and stopped the car. This action to be taken as quickly and safely as possible.
- No-one must speed, go through red traffic lights, or break any road traffic laws in their efforts to attend a call-out
- For the convenience of all on-call officers, once the rota has been agreed by participants in consultation, every effort should be made to avoid changing it. Exceptions will be considered in exceptional circumstances. The On-Call Co-ordinator must agree any changes in advance of them being implemented except in the case of an emergency at a time when the On-Call Co-ordinator is not available.
- No on-call officer must, at any time, place themselves in a position of danger. If there is a fire, violence or any situation of potential danger the appropriate emergency authorities are to be called. Under no circumstances should risks be taken.

4. Training & Competencies

In house training is provided by the Office for inexperienced staff covering the on-call rota at the Accommodation Office.

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5. Monitoring Compliance

Compliance with the process will be monitored through the following:

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
Is this step-by-step guide, still relevant and current?	Carry out a test on call	Accommodation Manager Accommodation Manager Assistant On call staff	Estates and Facilities	6 months before renewal date

The audit results are to be discussed at relevant Estates and Facilities Governance Group Management meetings to review the results and recommendations for further action.

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6. Equality Impact Assessment (EIA)

Type of function or policy	New
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Division	Corporate	Department	NNUHFT Residences
Name of person completing form	Accommodation Manager	Date	01/10/2023

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	No
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age			No	No
Marriage & Civil Partnership			No	No
EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR or see EDS2 plan)?				

- A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty
- Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service
- The policy or function/service is assessed to be of high significance

IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED

The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best practice guidance.