

Emergency call outs

ATEC24

Background Information

The Assistive Technology Enabled Care Service operates a wide-ranging set of Standard Operating Procedures to deliver multi-disciplinary services across Edinburgh, East and Midlothian regions.

This procedure guidance document sets out the procedure and key processes, in relation to Unconfirmed, Stuck in situ & Inactivity Emergency Call outs.

Scope

This policy should be followed by all those staff in the Telecare Response service, when they are attending to an emergency call out.

Procedure

Unconfirmed Alarm

Citizens may press their alarm and there may be no response over the alarm unit when the Monitoring Officer tries to speak to them. This maybe because they are unable to hear the conversation, or they are unable to answer due to another reason. The Response teams will be asked to attend to check on the citizen. This is classed as an unconfirmed call out. You may try to telephone the citizen on route to their property. If you manage to speak with the citizen on the phone and no help is required from our service, you may stand down from the call. Call the monitoring officer to advise you are now recalled from this Emergency Call out and you are available.

Stuck In Situ

Citizens may require assistance because they are stuck in situ. Common Scenarios include:

- Stuck on the toilet/commode.
- Stuck in their chair.
- Stuck In bed.
- On the stairs or on a stair lift.

- In their Wheelchair.
- Stuck while mobilising.

On arrival, assess the situation and make sure it is safe to assist citizen from the position they are stuck in. The Ambulance Service are always available for any scenarios you may not be able to assist with or if, having completed a full assessment, you find the client is injured. It is important to always follow Manual Handling Guidelines.

Inactivity Calls

Citizens who live in Sheltered Housing properties or DAS schemes have a PIR detector in place. This will detect if there has been any movement between 00:00am to 08:00am. If there has not been any movement detected this will come through to us as an inactivity alarm. The monitoring officer will complete the inactivities task each morning. A mobile responder may be asked to attend if the monitoring officer has not been able to contact the citizen or their family members, or find a reasonable explanation for their inactivity, such as holiday or hospital admission. If you attend to an inactivity alarm and cannot gain access, look around the property and look through the windows to assess the situation. Never leave site until you have gained access to the property.

If you access the property and find no one in, always leave a card in the property to advise we have attended.

Refer to the inactivities procedure for full processes and next steps.

Recalled Emergency Call Out's

When attending to Emergency call out, if the Monitoring officer or a response team manage to speak with the citizen/family member you may be recalled. If you managed to speak with an individual onsite or the citizen and confirmed that help is not required, you must call the Monitoring Response officer to let them know when you called and details of the call so they can update the citizens record with this information.

Personal Care

If you have attended to a citizen requiring personal care, it may be appropriate to try to contact the carers or Family to attend to assist with Personal Care. All emergency care needs should be met, regardless of their nature and the citizens personal dignity, promoted. For example, if the citizen has had a fall and needs personal care, you should assist with this.

If during the night you attend to a citizen who requires personal care, you may call 0131 529 3771 or 0131 200 2000 and press option 1. This will take you to the Night Duty Team who will send carers to assist throughout the night.

Associated Documents

Telecare Inactivities Procedure

Document Control

SOP Name	Emergency Call out Type
Responsible Team/Function	ATEC24 Response Team
SOP Owner	Telecare Coordinator
SOP Approver	Operations Lead/ Service Manager
Approval/Reviewed Date	19/03/2025
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