

Calling Emergency Services

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 for calling the emergency services using the Skyresponse system.

Scope

This procedure should be followed by all ATEC24 Telecare staff responsible for calling emergency services – Scottish Ambulance, Fire and Rescue and Police Scotland

Procedure

Calling Emergency Services Procedure

- Dial +44999 through the Skyresponse client record contact or client record resources – click on telephone icon for +44999
- Ask the operator to “disregard the calling number, I am calling from Edinburgh Council’s ATEC24 Telecare Service”
- Give the operator the client’s telephone number or mobile number if there is one
- Ask for the emergency service you require – Ambulance, Fire and Rescue or Police
- Give the operator the address of the emergency and the nature of the emergency
- Provide the 999 operator with key safe code and location
- Inform client that help is on its way. Ask the client if they can open the front door to give the emergency personnel access. If unable to open door arrange for NoK/contacts to attend.
- Keep the alarm call open until emergency services arrive – the client should be reassured that the Monitoring Officer is still on the line for support/ in case the situation changes.
- Always call contacts/ NOK to inform them of situation if not already contacted.

If calling for a medical emergency also be prepared to provide the following information:

Procedure H1

- Give the operator the client's age, gender, and medical history
- Whether the client is conscious, breathing and if there is any bleeding or chest pain
- Details of the injury/ medical condition, and how it happened

Answering questions does not delay the response. The operator may give first aid advice while the ambulance is dispatched.

When to call a 999 Ambulance – Advice from Scottish Ambulance Service (SAS)

You should always call 999 if someone is seriously injured or their life is at risk.

Examples of medical emergencies:

- Chest pain
- Breathing difficulty
- Unconsciousness
- Severe loss of blood
- Severe burns or scalds
- Seizures
- Concussion
- Drowning
- Severe allergic reactions (anaphylactic shock)
- Choking
- Sudden and unusual confusion/ cognitive issues
- A child with sudden unexpected symptoms
- Any head injury
- A long lie (on floor two hours or more)

~~Before taking any action, we should make efforts to obtain informed consent from the citizen to agree to the particular response.~~

Citizens may, on some occasions refuse consent in relation to a chosen path such as calling an ambulance. This is sometimes because they are worried that they will be taken to hospital. If we explain that we just want the paramedics to come out and check on them and that it doesn't mean they will be taken to hospital, citizens will often agree to the course of action. Paramedics are medically trained whereas MRO's are First Aid trained and paramedics can provide the citizen with medical advice based on their assessment and where relevant they can ask the citizen to sign a disclaimer if they do not wish to receive any medical intervention.

Head Injury Where an individual has suffered any kind of head injury, it is required that an ambulance be called to assess the impact of this on the person. Serious symptoms of a head injury can sometimes only present a number of hours after the impact.

Always consider the potential impact of any injury or event on an individual's ability to provide consent, for example a head injury may lead to impaired judgment. **If you have any doubt whether a head injury has been sustained or not, always** please call for

assistance from SAS. A response team should also attend to assess and assist up from the floor if safe to do so and agreed by SAS. See also Injured/ Uninjured faller procedure

Associated Documents

Injured/ Uninjured Faller

Document Control

SOP Name	Calling Emergency services
Responsible Team/Function	ATEC24 Telecare
SOP Owner	Telecare Coordinator
SOP Approver	Operations Lead
Approval Date	19/02/26
Review Date	18/02/27
Version Status/Number	V5