

# Reporting concerns

# ATEC24

## Background Information

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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 key processes, in relation to reporting concerns within the telecare service.

## Scope

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This policy should be followed by all those staff in the Telecare service, when responders report concerns after attending to a client.

## Procedure

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Responders may attend to a client and during the visit, they may identify concerns in relation to the client's welfare. This may be in relation to manual handling, the care the client is receiving or any adjustments they may feel would benefit the client to make living at home easier for them.

If you are reporting an adult protection concern, please contact 0131 2002324.

Any concerns regarding the support clients receive, or if you feel they may need more support in place, you can do a referral form through to social care direct. If you are referring more than one client in the property you will need to complete 2 separate forms with all their details.

Link to Referral form for SCD is below. Please note it is the responders duty to fill this form out with any concerns they may have.

[https://webforms.edinburgh.gov.uk/site/portal/request/scd\\_generic\\_adult\\_prof](https://webforms.edinburgh.gov.uk/site/portal/request/scd_generic_adult_prof)

Please ensure you report any concerns before ending your shift, where possible. Where not possible, ensure you have reported your concerns with 24 hours of becoming aware.

We have a number of onsite Risk Assessors within the team who have attended comprehensive training to carry out Dynamic risk assessments. All concerns can be passed to appropriate Telecare Coordinator or Senior Officer . When passing concerns over include Operations Lead in the email.

If you have any concerns around the equipment in place in the home, manual handling issues, if you have felt unsafe in the property, or you feel they could benefit from more telecare equipment you can request an additional risk assessment is carried out. Email your request to the Operational Lead who will allocate it to the next available risk assessor.

If any responders have injured themselves or encountered any issues while out on an emergency call it is important this is reported straight away to your line manager so this can be dealt with appropriately. A MyHS report needs to be completed through the Orb and reported to the staff members' line manager immediately for follow up.

## Associated Documents

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### Document Control

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SOP Name	Reporting Concerns
Responsible Team/Function	Monitoring & Response
SOP Owner	Telecare Coordinator
SOP Approver	Operations lead
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