

ATEC 24 Telecare & Sheltered Housing

Guidance Note: –Incident Escalation and Management

Introduction

This guidance note outlines various scenarios that employees may experience in the course of their duties within the ATEC 24 Telecare and Sheltered Housing service, where an escalation is required, or support should be sought from their line manager or LINE MANAGER/STANDBY MANAGER. It makes clear the responsibilities of both the employee and the LINE MANAGER/STANDBY MANAGER. Below is not an exhaustive list, however, employees and LINE MANAGER/STANDBY MANAGER should follow the noted guidance without exception.

Employees are reminded that the LINE MANAGER/STANDBY MANAGER is available 24/7 for other reasonable support and advice, in relation to Telecare services

Good Practice Activity

The Service Manager will deliver unplanned simulation activities based on the scenarios outlined below, on a regular basis to ensure all employees and managers involved are trained/supported to carry out the guidance and incorporate any learning into the improvement of the guidance. A fictional scenario will be documented and provided to an employee at random to initiate the simulation.

Scenarios

Employee Wellbeing

SCENARIO	EMPLOYEE RESPONSIBILITY	LINE MANAGER/STANDBY MANAGER RESPONSIBILITY	FURTHER INFORMATION/LINKS
Employee who needs support after dealing with a difficult and emotionally challenging incident.	Call LINE MANAGER/STANDBY MANAGER to make aware of the situation.	<p>Identify what level of support is required through telephone investigation and listen to what the employee is asking for.</p> <p>If agreed, refer for counselling support and record notes of discussion on MyHR record.</p> <p>Arrange a debrief upon completion of the incident or very soon after. At the employee's request, arrange a further debrief at a time suitable to the member of staff and inform employee's direct line manager.</p> <p>Where the LINE MANAGER/STANDBY MANAGER deems it appropriate, they should allow the employee to stand down for the remainder of their shift, ensuring that appropriate resources are coordinated to reduce impact to service delivery.</p> <p>Direct line manager to follow up and document incident at staff member's next 1:1.</p> <p>Follow the responsibilities outlined in other scenarios in this document should there be overlap in circumstances.</p>	<p>Employees Employee Wellbeing & PAM Assist</p> <p>Line Managers have the option to make a <i>management referral</i> to Occupational Health for a range of counselling services. Counselling can also be accessed via self-referral however Management referrals can prioritise access where this is required.</p>

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Health and Safety

SCENARIO	EMPLOYEE RESPONSIBILITY	LINE MANAGER/STANDBY MANAGER LINE MANAGER/STANDBY MANAGER RESPONSIBILITY	FURTHER INFORMATION/LINKS
<p>Near miss incidents – an unplanned event that did not result in serious injury or death – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury or fatality</p>	<p>Notify the LINE MANAGER/STANDBY MANAGER of the incident immediately.</p> <p>Undertake all instructions as directed by the LINE MANAGER/STANDBY MANAGER or other manager involved.</p>	<p>The LINE MANAGER/STANDBY MANAGER must report the incident on the MyHS Portal (cc Operational Lead/Registered Manager and Service Manager to all reports without exception.) Should the LINE MANAGER/STANDBY MANAGER assess that there is medium to high-risk probability of a similar incident occurring before the event can be reviewed, they must contact the Operations Lead/Registered Manager immediately. In circumstances out of hours, the 2nd line standby should be contacted.</p> <p>The LINE MANAGER/STANDBY MANAGER should maintain a coordination role unless informed otherwise and must ensure that any service or employee impacts are managed.</p> <p>The incident should be assessed against the following criteria:</p> <ol style="list-style-type: none"> 1. Has the documented procedure or process been followed? 2. Have they been followed within prescribed or reasonable timescales? 3. Was the technology working? 4. If the tenant was living in CEC Sheltered Housing, were they in receipt of planned housing support? <p>If the answer to questions 1-3 is no or question 4 is yes, a SON form should be completed in addition to the MyHS report and emailed to the Operational Lead and Service Manager within 24 hours of the incident occurring.</p> <p>Please note TEC Quality (TSA) require notification of any significant incidents such as death or service user resulting in investigation by Coroner/Procurator Fiscal or where service outage or staff shortage leads to a situation whereby the service cannot be provided.</p>	<p>Managers MyHS Portal</p> <p>CEC Significant Occurrence Notification Procedure</p>
<p>Death or serious injury to a citizen receiving or awaiting a service.</p>	<p>Notify the LINE MANAGER/STANDBY MANAGER of the incident immediately.</p> <p>Undertake all instructions as</p>	<p>The LINE MANAGER/STANDBY MANAGER must report the incident on the MyHS Portal (CCing the Operations Lead/Registered Manager and Service Manager) within two working days of the occurrence, without exception. All citizen deaths where Telecare have had any known involvement or Sheltered Housing Support provide registered planned support within the past 72 hours must be reported on the MyHS portal.</p>	<p>Employees Employee Wellbeing & PAM Assist</p> <p>Managers MyHS Portal</p>

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	<p>directed by the LINE MANAGER/STANDBY MANAGER or other manager involved.</p>	<p>Please note, these will generally be classified as a non-work-related injury.</p> <p>The LINE MANAGER/STANDBY MANAGER should maintain a coordination role unless informed otherwise and must ensure that any service or employee impacts are managed.</p> <p>PAM OH referral must be made on conclusion of the incident on agreement with employees involved.</p> <p>A SON should be completed by the LINE MANAGER/STANDBY Manager and submitted to the Operations Lead, Registered Manager and Service manager for review.</p> <p>The incident should be assessed against the following criteria:</p> <ol style="list-style-type: none">1. Has the documented procedure or process been followed?2. Have they been followed within prescribed or reasonable timescales?3. Was the technology working?4. If the tenant was living in CEC Sheltered Housing, were they in receipt of planned housing support? <p>If the answer to questions 1-3 is no or question 4 is yes, a SON form should be completed in addition to the MyHS report and emailed to the Operational Lead and Service Manager within 24 hours of the incident occurring.</p> <p>Please note TEC Quality (TSA) require notification of any significant incidents such as death or service user resulting in investigation by Coroner/Procurator Fiscal or where service outage or staff shortage leads to a situation whereby the service cannot be provided.</p>	<p>CEC Significant Occurrence Notification Procedure</p> <p>Employees/ Managers – info on H&S incident reporting guidelines:</p> <p>Guidance on carrying out H&S investigation</p>
<p>Accidents/incidents involving service users or staff and serious violent incidents or abuse – including racial, homophobic or related to gender, disability or faith.</p>	<p>Notify the LINE MANAGER/STANDBY MANAGER of the incident immediately.</p> <p>Undertake all instructions as directed by the LINE MANAGER/STANDBY MANAGER or other manager involved.</p>	<p>The Line Manager/Standby Manager must report the incident on the MyHS Portal (CCing the Operations Lead/Registered Manager and Service Manager) within two working days of the occurrence, without exception.</p> <p>The LINE MANAGER/STANDBY MANAGER should maintain a coordination role unless informed otherwise and must ensure that any service or employee impacts are managed.</p> <p>The incident should be assessed against the following criteria:</p> <ol style="list-style-type: none">1. Has the documented procedure or process been followed?	<p>Employees Employee Wellbeing & PAM Assist</p> <p>Managers MyHS Portal</p> <p>CEC Significant Occurrence Notification Procedure</p>

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		<ol style="list-style-type: none"> Have they been followed within prescribed or reasonable timescales? Was the technology working? If the tenant was living in CEC Sheltered Housing, were they in receipt of planned housing support? <p>If the answer to questions 1-3 is no or question 4 is yes, a SON form should be completed in addition to the MyHS report and emailed to the Operational Lead and Service Manager within 24 hours of the incident occurring.</p> <p>Please note TEC Quality (TSA) require notification of any significant incidents such as death or service user resulting in investigation by Coroner/Procurator Fiscal or where service outage or staff shortage leads to a situation whereby the service cannot be provided.</p>	
<p>Citizen or employee health and safety is at risk due to the level of response activity.</p>	<p>Contact LINE MANAGER/STANDBY MANAGER to make them aware of the situation.</p>	<p>Identify extra resource which may resolve the issue and implement if possible.</p> <p>LINE MANAGER/STANDBY MANAGER should decide whether they will attend and assist the team if solution cannot be identified.</p> <p>The LINE MANAGER/STANDBY MANAGER must report the incident on the MyHS Portal and notify by email the lead manager within two working days of the occurrence, without exception. Should the LINE MANAGER/STANDBY MANAGER assess that there is medium to high-risk probability of a similar incident occurring before the lead manager can review, they must make telephone contact with them to escalate.</p>	<p>Managers MyHS Portal</p>

Service Delivery

SCENARIO	EMPLOYEE RESPONSIBILITY	LINE MANAGER/STANDBY MANAGER RESPONSIBILITY	FURTHER INFORMATION/LINKS
<p>Police involvement in a Telecare activity, Sheltered Housing activity or departmental business. (any interaction with the police in the course of your duties)</p>	<p>Notify the LINE MANAGER/STANDBY MANAGER of the incident immediately.</p> <p>Undertake all instructions as directed by the Police, LINE MANAGER/STANDBY MANAGER or other manager involved.</p>	<p>The LINE MANAGER/STANDBY MANAGER must ascertain the seriousness of the incident and decide as to whether the incident should be escalated to the designated senior manager available. The LINE MANAGER/STANDBY MANAGER should maintain a coordination role unless informed otherwise and must ensure that any service or employee impacts are managed.</p> <p>Where there is serious police involvement in departmental business, this should be escalated the designated lead manager available. The</p>	<p>Employees Employee Wellbeing & PAM Assist</p> <p>Managers CEC Significant Occurrence Notification Procedure</p>

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<p>Significant Occurrence Notification procedure should be followed without exception.</p> <p>Social Care Direct should be notified of any safeguarding concerns.</p> <p>Please note TEC Quality (TSA) require notification of any significant incidents such as death or service user resulting in investigation by Coroner/Procurator Fiscal or where service outage or staff shortage leads to a situation whereby the service cannot be provided.</p>			
<p>Employee members calling to inform of absence for shift/ inform of lateness for shift.</p>	<p>Call OCM at least one hour prior to shift start time to explain reason for absence/or reason for lateness and advise of estimated time of arrival.</p>	<p>Contact the relevant people to inform that employee is going to be absent for the shift.</p> <p>Coordinate resources to ensure that there is a reduced risk that the absence will impact service delivery.</p> <p>Email the Line Manager and Operations lead of all absences and record on TEAMS rota. The line manager will record on the MyHR record.</p>	<p>Employees & Managers Sickness Absence Guidance</p>

Corporate Health & Safety contacts:

Corporate Health and Safety	Healthandsafety@edinburgh.gov.uk
HSCP Health and Safety Advisor – Ian Read	<div></div> <div>(Mon-Fri 08:00 – 17:30)</div> <div>Out of hours emergencies only</div>

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Definitions

Line Manager/Standby Manager

Line Managers would typically be a Coordinator/Supervisor who is working in the office and on shift. In office hours, the Operations Lead (Telecare) or Registered Manager (Sheltered Housing) should be contacted if Line Managers are unavailable.

Out of office hours for Telecare, there is a two tier standby management cover. 1st Tier is covered on a rotational basis by Coordinators. 2nd Tier to support escalations from the 1st tier only, is covered by the Operations Lead and Service Manager on a rotational basis.

Employee

All officers involved in the delivery of the Telecare and Sheltered Housing services.

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Significant Occurrence Notifications (SON) – Agreed Protocol for Telecare and Sheltered Housing

The SON Procedure is a City of Edinburgh Council procedure, designed to ensure direct communication of significant occurrences in social work services to the Director of Communities and Families and the Chief Officer for the Health and Social Care Partnership, the Chief Social Work Officer, and relevant Heads of Service.

This procedure does not replace normal line management reporting or service user incident and accident reporting but enhances it by ensuring that senior managers are notified of significant events quickly and in a consistent way.

ATEC24 Telecare and Sheltered Housing service supports over 8000 citizens across the city when they fall and or in an emergency. Accessing support is facilitated by technology installed in the citizen's home. There is a range of risk factors that contribute to incidents within the service area, all of which have control measures in place, however, there are also risks that are out with the organisation's control. An example of internal and external risk factors:

- A reliance on technologies in service user homes to activate appropriately
- A reliance on the national telephony infrastructure to facilitate alarm calls from the service user's homes to the Alarm Receiving Centre. The currently analogue infrastructure is currently transitioning to a digital of 'ALL-IP', creating instability in the network.
- A requirement to screen and triage emergency Telecare activations remotely by voice call.

In summary, the three routes to SON reporting have been defined locally to ensure most effective reporting:

1. **Assessed SON report** – An incident that is within scope of the Significant Occurrence definitions, however, is an occurrence common to the setting of the service (e.g. death of a service user). To determine whether an incident should be recorded and

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reported as a significant occurrence, the following three questions have been designed to test whether an action or inaction, has led to the incident occurring:

- Has the documented procedure or process been followed?
- Have they been followed within prescribed or reasonable timescales?
- Was the technology working?
- Is the person in receipt of planned/Regulated housing support?

2. Incident management SON report - An incident that has a direct and live impact to citizens, employees and service delivery that is within the scope of the Significant Occurrence definitions (e.g. an alarm line failure that prevents a citizen raising a call for emergency support)

3. Assessed SON report – An incident that is within scope of the Significant Occurrence definitions, however, is an occurrence common to the setting of the service (e.g. death of a service user). To determine whether an incident should be recorded and reported as a significant occurrence, the following three questions have been designed to test whether an action or inaction, has led to the incident occurring:

- Has the documented procedure or process been followed?
- Have they been followed within prescribed or reasonable timescales?
- Was the technology working?
- Is the person in receipt of planned/Regulated housing support?

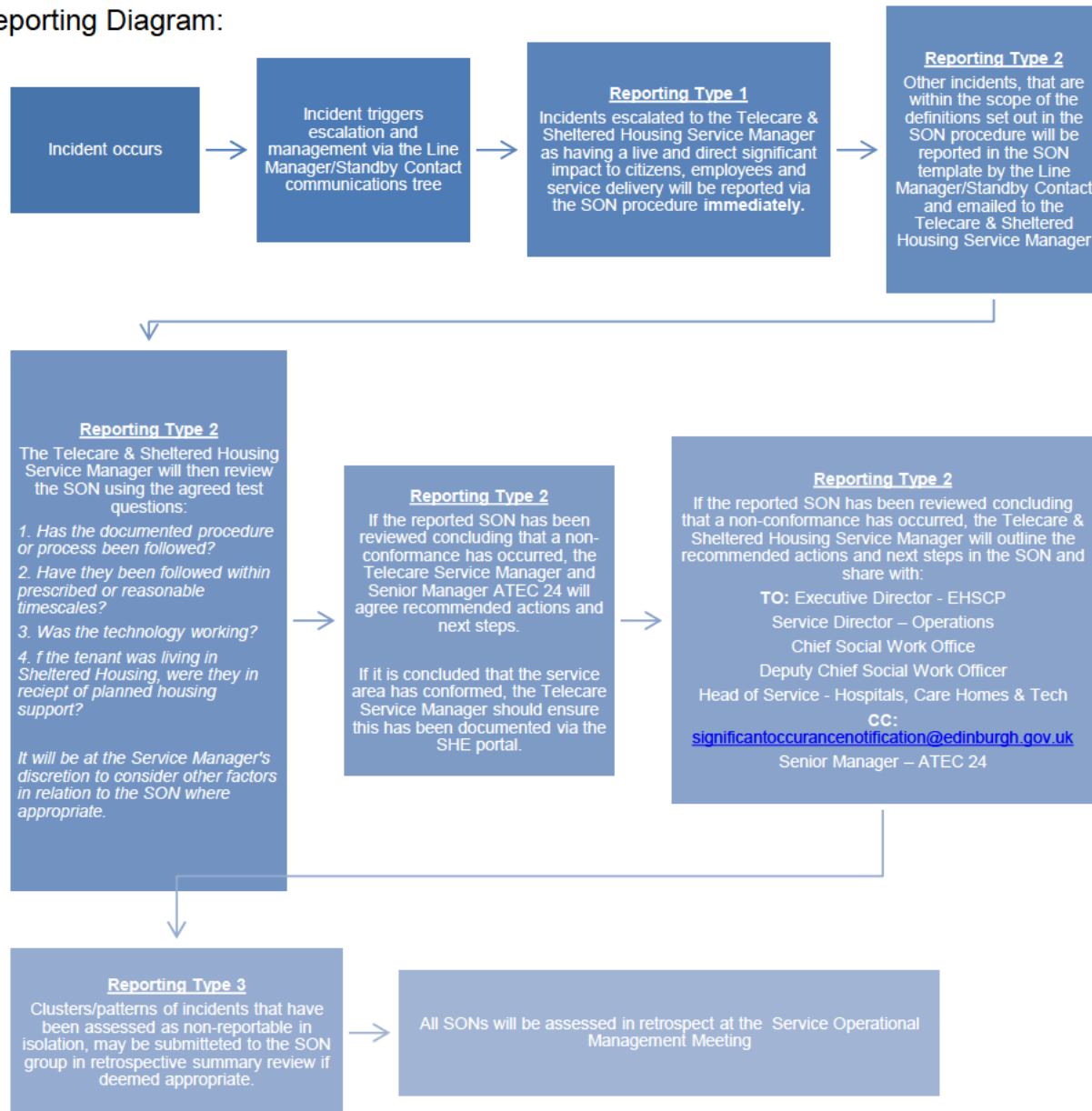
4. Review SON report - A cluster of incidents that have been assessed as not requiring a report to the SON group in isolation, recorded and identified as a pattern (e.g. a near-miss, where there has been delay in handover from Newham Networks to Edinburgh, to provide a response to a citizen in need of emergency support.) These incidents would be managed locally, but when deemed appropriate, reported in review summary to the SON group on an agreed frequency.

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SON Reporting Diagram:



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