**ON-CALL POLICY AND PROCEDURE**

1. **Purpose**
   1. Omega Care Group operates in the hours of 24/7 Monday to Sunday. Management recognise the importance of supporting the business at all times and to ensure this will provide on-call service at all times.
   2. To provide a framework to ensure Omega Care Group Services can be adequately supported and an effective response and resolution provided to matters requiring urgent attention that cannot be resolved and require further advice and support.
   3. To provide a consistent approach to the implementation of on-call and call- out arrangements
2. **Scope**
   1. This policy applies to all employees who have the responsibility within their role to carry out on-call or call-out arrangements to deliver the business needs.
   2. This policies applies to all services operated by Omega Care Group
3. **Definitions**

**3.1 On-Call**

3.1.1 An employee is on-call when, as part of an established arrangement expressly approved by the line manager or designated manager, they are available outside of core service hours to work as required and to physically attend the required home if the matter cannot be dealt with remotely.

3.1.2. There is no expectation that an employee must remain at their home whilst on-call provided they comply with the employee responsibilities set out in section 5 below. However they must be able to attend any of Omega Care Group homes should they be required to within reasonable timescales.

3.1.3 On-call would be defined as “non-work time, during which members of staff are required to be available to handle job-related activities and emergencies out of hours”.

3.1.4 It is recognised that, the purpose to why on call may be used and the diverse nature of activity undertaken across the service, a two-tier system is embedded into the service:

**3.2 Tier One:**

3.2.1 A Senior worker in the workforce who is on shift within an Omega Care Group Children’s Residential Home will be contactable regarding queries from other homes should they need to seek advice. Tier one can advise remotely and if felt necessary, escalate the concern to tier two.

3.2.2 Keep other on-call employees and the on-call Senior Manager informed and updated of progress in dealing with an issue and escalate key decision points to the on-call Senior Manager as appropriate.

3.2.3 Provide assistant to shift cover through co-ordinating staff

**3.3 Tier Two:**

3.3.1 Managers who are identified as competent.

3.3.2 Calls may directly come from the caller or tier one.

3.3.3 Tier two support also requires staff to provide rostered on-call cover: to respond to call-out and to attend on site if necessary.

3.3.4 Duties required may include but not limited to support, advise, management of incident, covering unexpected gaps in rotas or management of safeguarding.

3.3.5 Tier 2 will not receive payment for their first hour of disruption unless you are required to attend the workplace to resolve the issues.

3.3.6 Managers will seek, wherever possible, to minimise any inconvenience of being on call through using resources effectively to manage any concerns

3.3.7 Be directly contactable by telephone and email and always remain in an area of mobile phone and internet connectivity. Should you miss a call, message or email you must respond back within 60 minutes.

3.3.8 It not necessarily for the employees to remain in their homes for the duration of on call however they must remain local should they be required to attend the place of work.

3.3.9 Ensure all digital devices have sufficient charge and notifications remain with sound switched on.

3.3.10 Must not be under the influence of under any substances including drugs and/or alcohol and be available to attend to the services needs if required to do so

1. **Call-Out**

4.1 Whilst on-call, an employee may be required to respond to a situation either remotely or by attending the workplace, depending on the nature of the work.

4.2 Whilst on call, an employee called to work to deal with the situation should inform their line manager by completing the relevant documentation (see Section 8) They will receive an on call payment for the actual hours worked. An emergency is defined as a matter that requires urgent attention before the start of the next working day or as determined by the services’ emergency or business continuity plans.

1. **Principles**

5.1 On-call rotas will only be used to ensure adequate out of hours cover for essential support and resolution as opposed to shift cover.

5.2 All management roles within Omega are contracted to complete on call as per their job description.

5.3 On call rotas must be published in advance. All employees participating in on-call detail any changes to their contact details, any booked annual leave or any other circumstances preventing them from carrying out on-call duties.

5.4 All employees participating in on-call must complete such duties only using electronic devices belonging to Omega Care Group.

1. **Payment Arrangements**

6.1 Omega Care Group do not operate an on-call retention scheme as this is incorporated within the job description for the post.

6.2 Employees may claim for any disruption which accounts for more than an hour. Any disturbances must be documented clearly within the on-call recording and reporting systems and line manager informed of additional hours at the earliest opportunity.

1. **Working Time Regulations & Guidelines on Returning to Work Following Call-Out**

7.1 Management should monitor the frequency and length of call-outs and unplanned out of hours working on a regular basis to ensure that no member of staff is required to undertake additional work which may be detrimental to their health and wellbeing.

7.2 In doing so Strategic management will maintain awareness of the requirements of the Working Time Regulations (1998), in particular in relation to the following areas of legislation:

* A limit of an average of 48 hours work a week over a 17-week period
* A limit of an average of 8 hours work in 24 hours for night workers
* A daily rest period of 11 uninterrupted hours between each working day
* A weekly rest period of one whole day a week or 2 days a fortnight
* A rest break of at least 20 minutes for a working day of more than 6 hours

7.3 The working arrangements of employees who are on-call or called to work comply with the Working Time Regulations and that compensatory rest is arranged where appropriate to comply with the daily and weekly rest provisions set out in the Regulations.

7.4 When callouts are completed before midnight, employees should return to work at their normal start time the next day.

7.5 Call out post-midnight employees should return following an adequate break and period of rest.

**8**. **Recording and Documentation**

8.1 All on-call is monitored and recorded in a timely manner through Omega Care Group On-call Recording documentation.

8.2 All recording is shared and accessed by a shared folder

8.3 Recording of activities will support the service to identify areas of development

8.4 All Managers must submit a weekly rota to add to the service rota

8.5 All Managers must update the service information sheet to ensure the on-call manager has sufficient information