

## Standard Operating Procedure

### Hospital at Home Community Visits

All staff including permanent/bank staff/temporary workers/ student nurses must ensure that their work mobile phone is fully charged, has the team contact numbers programmed into it and is available for you to use when carrying out work activities.

All staff must link work phones via find friends app at start of shift.

If you lose or damage your work mobile phone, report this to the Team Manager and ensure an up to date contact number is provided to administration staff until work phone available.

Please record all details of your planned daily domiciliary visits on office whiteboard in order you plan to visit. It is your responsibility to ensure this information is provided. Date/Time/Patient/Area must be recorded

Any change to your planned route must be communicated with team coordinator for the day.

If starting or finishing off site please agree this prior with the Team Manager and coordinator and record this in your diary. On arrival at your first visit if starting off-site, call into the office or text message daily co-ordinator to let them know you have arrived and your working day has started. When finishing off-site as your last visit of the day, please call into the office or text daily co-ordinator at the end of the visit to let them know you have finished for the day.

All staff must 'check in' to the coordinator by telephone or text at regular intervals throughout the day (*e.g. first visit at start of day, mid-afternoon and end of day*) if they are starting and finishing on-site and not expected to be in the office at any point throughout the day. The coordinator will update staff list indicating patients who have been seen.

Please use all available sources of information to assess any potential risk that may be associated with a domiciliary visit and/or lone working. Discuss with

the co-ordinator where new or updated information that may affect staff safety or wellbeing, becomes available.

On arrival at a visit, please take reasonable measures to protect your safety e.g. if the area or situation feels unsafe, please contact the co-ordinator from your car. Park your car facing towards the street exit and be organised for your visit.

If, on arrival at or during a domiciliary visit, you are faced with any situation or unexpected circumstance that makes you feel uncomfortable or unsafe in any way, you should discretely cut the visit short at an appropriate point without compromising patient care, make reasonable excuses utilising PaMoVA verbal de-escalation skills if necessary, and leave promptly.

The Team manager maintains a record of staff personal vehicle details and emergency contacts for each staff member on R-drive – please ensure any change to your information is updated as and when required.

If you fail or forget to contact the office when expected, please be aware that 'next stage contact procedures' will be initiated. This includes contacting your work, personal and home telephone numbers. If there is no response, a call will be made to your In Case of Emergency (ICE) contact. If your safety cannot be determined at this point, the OOH Contact will telephone the clients home where you were last known to be. If your safety cannot be established, Police Scotland will be notified.