

Policy No: 03-4100	Authorised: Roxane Schatara	Date:15/05/2018
OUT-OF-HOURS MANAGEMENT OF THE SERVICE		

This Policy summarises the arrangements within the Organisation that ensures continuity of communication with the Registered Manager during the hours outside the normal working day:

1. "Out-of-Hours" is defined as follows:
 - Weekdays: 5 pm to 9 am, Monday to Friday.
 - Weekends: 5 pm Friday to 9 am Monday.
2. The normal office telephone system is used
3. At the end of the working day continuity with the Senior is maintained through the following procedure:
 - By switching the office telephone system onto "direct divert" to the Senior's mobile telephone number.
4. At the beginning of the new working day, the office telephone system is switched back to the normal mode of use.
5. Any complaints regarding an inability to contact the Senior during out-of-hours should be reported directly to the Domiciliary Care Registered Manager as a priority matter to enable appropriate action to be taken to investigate and resolve the problem.