

## Emergency Duty Team (EDT) Hand Over Protocol

- This document provides a protocol that forms the basis for any hand over of work by daytime staff.
- The EDT is staffed by a manager, and 5 full time equivalent Senior Practitioners. All EDT staff are Approved Mental Health Practitioners. The team covers the whole of the borough, providing a service for all client/customer groups. They cannot provide an extension of the full range of services that are available during the working day; but are specifically for situations arising out of normal office hours that meet the threshold of an emergency, and a response is required to meet the Local Authority's statutory responsibilities around Children, Mental Health, and Vulnerable Adults.
- The Emergency Duty Social Worker responds to referrals made by Statutory and Voluntary Agencies, and members of the public calling through to the Camden Switchboard (ETS).
- **A service is offered if the service user's need is such that they cannot reasonably be expected to wait for assistance until the next working day when they would be able to access the full range of services.**

**EDT officers are based at home when on duty. There is one EDT officer on duty at any one time during each weekday night from 5pm-9am and 24hrs at weekends and Bank holidays.**

### Passing Information to the Emergency Duty Team

- All Camden staff can pass information at any time during the working day by e mail to 'EDTteam@camden.gov.uk ', and they must ensure that all information on MOSAIC is up to date, including on the opening screen. The EDT practitioner on call will consult MOSAIC before responding to enquiries so it is crucial that important information is readily accessible.
- If there is urgent new information for EDT and it is after 5pm, the on-call EDT officer must be contacted via the Camden switchboard **020 7278 4444**, and the caller identify themselves as a Camden Social Worker. All calls from Camden colleagues will be responded to at the earliest opportunity, and if possible, within a few minutes.
- The EDT team inbox is for information and must not be used to make referrals.

### Please note:

- Complex information should be both in writing, and discussed with the EDT duty officer to ensure an appropriate response. Written documents should be summaries and no more than 2 pages long.

- EDT cannot normally take on work that is simply a continuation of daytime action, and they do not undertake planned work. They are there to deal with unforeseen emergencies as they arise.

#### **Planned work cannot be defined as an emergency.**

- There is a single EDT practitioner working each shift who will deal with the referrals received by the switchboard after 5pm and at weekends. Demand is such that the EDT practitioner does not have capacity to continue work commenced in daytime hours by one of the daytime teams, irrespective of the nature of the emergency. The principle is that each EDT shift starts with all callers having equal access to the service, with the issues arising being dealt with on the basis of what is most urgent. The EDT practitioner cannot start a shift with several hours work passed over from one individual daytime service.
- As stated, the expectation is that referrals which arrive before 5pm should be dealt with by the appropriate day services, even if the response continues past 5pm.
- The EDT social worker is always an experienced senior practitioner, and can offer support and consultation if required, to any social worker working on after 5pm

#### **Parameters**

- 1) No work received or commenced by a daytime officer prior to 5pm should normally be passed to the EDT with an expectation that the EDT would commence or complete this work.
- 2) Requests for the team to become actively involved in work should not be communicated by e-mail alone. (see point 3).
- 3) In exceptional circumstances where there is a need for EDT to become involved in work already commenced or referred before 5pm, the involved worker should consult their Team Leader, Duty Senior or Service manager. That person should make contact with the EDT Practitioner. Exceptional circumstances for requesting the EDT to undertake such work would include workers ill health, family crisis etc. The fact that the work may run into the evening or weekend is not sufficient justification for an assumption of automatic handing on. Unless it is not possible, discussion with the EDT manager should occur prior to any such request
- 4) Other service professionals sometimes contact the daytime offices requesting joint evening/weekend visits. Since they have been notified in advance, such visits cannot be termed 'emergencies', and daytime staff should assess whether or not such visits are essential and if so, arrange a way to meet these commitments.

- 5) The EDT should not be requested to undertake or sustain any planned work, including social worker checks, over weekends or evenings except where the 'exceptional circumstances' test is applied
- 6) As stated, during any EDT shift, the volume of referrals is such that responses need to be prioritized following an initial risk assessment. Timing of any EDT response cannot therefore be guaranteed, although the standard is that all calls will get an initial telephone response within an hour
- 7) EDT officers are all Senior Practitioners and will offer telephone advice and support to any Social Services worker working outside of normal office hours.
- 8) Only absolutely essential home visits and direct assessments will be undertaken.
- 9) The EDT worker should not be used simply for passing messages unless exceptional circumstances apply.
- 10) Referrals about Home Care no entries must be after essential checks with hospitals/relatives/key holders have been completed.