



## **OUT OF HOURS PROCEDURE**

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It is expected that there will be times when staff need advice, guidance or support outside of office hours.

If there is an emergency situation then staff should ring 999 and ask for the relevant emergency service.

If there is a situation where staff are worried about the health of one of the service users (if it is not an emergency situation) or if there is an issue with medication e.g. the wrong tablets have been given by mistake then staff can ring NHS 111 for advice. This is a 24 hour 7 day a week service. (simply dial 111)

If staff or service users smell gas then the member of staff on duty should ring National Grid who will then come out to make sure that everything is safe (number below)

If there is a water leak then staff need to ring Severn Trent Water Authority (number below)

If there is a power cut or a dangerous situation regarding electricity then staff need to ring the relevant number on the emergency contact list below.

A list of emergency contact numbers is displayed on the notice boards in the sleep in room at each of the supported living properties.

### On-Call arrangements

If staff need advice or support for any reason outside of office hours, a member of the leadership team will always be available by phone, 24hrs a day. The number to ring in these circumstances is **07950772\*\*\*** (given to staff at induction)

Staff should only use the above number in a real emergency where they need immediate advice or support. Any safeguarding concern **MUST** be reported immediately

If the situation is not an emergency and you don't require immediate advice or support, please wait until Monday morning to notify us. Alternatively you can leave a message on the head office phone and we'll contact you on Monday when we return to work.

## EMERGENCY NUMBERS

Police, Ambulance or Fire Brigade – 999

NHS 111 – 111

National Grid (in case of a gas leak) – 0800 111 999

Severn Trent Water (in case of a water leak) – 0800 7834444

Electricity (in case of a power cut or dangerous situation) – 150

**Additional numbers:**

Managing Director: John Huthwaite– 07852309521

Head office: 0115 9856000

**Paul Battershall**  
**General Manager**