



Ambulance Operations Procedure

Social Worker (Out of Hours) Activation

National Ambulance Service (NAS)

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1.0 POLICY

- 1.1 It is the policy of the National Ambulance Service (NAS) to work in partnership with other agencies to provide safe and effective systems of work and to promote the safety and well-being of children.

2.0 PURPOSE

- 2.1 To maintain quality standards of service to the public.
- 2.2 To assist practitioners in the identification of situations involving children in need of assistance.

3.0 SCOPE

- 3.1 This Procedure applies to all Managers, Supervisor and Staff in the NAS

4.0 LEGISLATION/OTHER RELATED POLICIES

- 4.1 Children's First Act 2014.
- 4.2 Children's First National Guidelines 2011.
- 4.3 PHECC – Clinical Practice Guidelines 2012.
- 4.4 HSE – Child protection and welfare practice handbook 2011.
- 4.5 Trust in care 2005 (for HSE funded care).
- 4.6 Protected disclosure of information in the workplace procedure.
- 4.7 Child Care Act 1991.

5.0 GLOSSARY OF TERMS AND DEFINITIONS

- 5.1 A child is defined under the child care act 1991 as anyone under the age of 18 who is not married.
- 5.2 PHECC – Pre-Hospital Emergency Care Council.
- 5.3 Welfare – a problem experienced directly by a child or by the family of a child that is seen to impact negatively on the child's welfare or development which warrants assessment or support.
- 5.4 Child Protection: The term Child protection is used when there are reasonable grounds for believing that a child may have been, is being or is at risk of being physically, sexually or emotionally abused or neglected.

6.0 ROLES AND RESPONSIBILITIES

The Director of the NAS has overall responsibility and accountability for the provision, dissemination and implementation of Child protection and welfare policies and procedures.

- 6.1 The Education and Competency Assurance Team is responsible for delivering the educational component of the procedure.
- 6.2 Operations Performance Managers are responsible for ensuring that Operations Resource Managers and Paramedic Supervisors are familiar with their responsibilities in operating the NAS Child Welfare and Protection Policy.
- 6.3 Ambulance control centre Managers are responsible for ensuring that ACC Supervisors, Dispatchers and Call Takers are familiar with their responsibilities in operating this procedure.
- 6.4 ACC Managers are also responsible for ensuring that incidents are recorded accurately and that a HSE designated Officer has informed the HSE Child Protection Team.
- 6.5 EMTs, Paramedics and Advanced Paramedics must adhere to the NAS Child Welfare and Protection Policy and, if required, seek advice immediately.

7.0 PROCEDURE

This procedure is for **Out of Hours Call out for Social Services.**

In the event of receiving a call during normal business hours. Please refer call to local Health Centres for assistance. These are also listed on HSE website: www.hse.ie/go/socialworkers or HSE LoCall 1850 241 850.

The Social Worker Out of Hours Service currently supports the Dublin, Kildare and Wicklow areas.

For all other regions, contact the relevant local garda station and pass all relevant details including patient name, location and any other details pertaining to the request for social worker assistance.

- 7.1 A social worker (out of hours) is available between the hours of 1800hrs and 0700hrs for situations involving children less than 18 years of age and not married.
- 7.2 On Saturdays, Sundays and Bank Holidays, a social worker is available from 0900hrs until 1700hrs and from 1800hrs to 0600hrs.
- 7.3 The social worker on call will contact the Control Room at 1800hrs each evening. The purpose of this is to confirm availability of the social service department and check for any messages that may have been received. The social worker will also contact control room at 0600hrs each morning to inform control that they are logging off duty.
- 7.4 A request for the social worker will normally come through the Gardai, but may also come from crews who may have concerns following an observation or an incident that they have concerns over. Any observations from crews must be flagged to either the duty supervisor or manager.
- 7.5 The call taker on receiving the request for social worker must take all relevant details from gardai, including patient name, patient location and any other details pertaining to the request for social worker assistance.
- 7.6 The call taker will process this information as an AS3 call and enter as many details as possible into the call.
- 7.7 The call taker must immediately contact the social worker using the designated phone number. (Under no circumstances should this number be given to any persons).

7.8 The call taker must tag the call as a “Social Worker” call and stop it off when all relevant information has been entered. It is the responsibility of the call taker to pass all information onto the relevant social worker and close the call off the screen.

SOCIAL WORKER CONTACT NUMBER:

086-3837502.

(Back-up numbers: 087-9790144 or 087-2454165).

7.9 Any problems contacting the social worker should be passed immediately to either the duty supervisor or control room manager.

7.10 In the event of receiving a request for social worker assistance for adults over the age of 18 contact the following number and pass on the relevant information.

**Contact: 1800-724-724
(or Gardai).**

7.11 This service operates from 2000hrs to 0100hrs and is then replaced by an answer phone. Messages should be left on the answer phone and the gardai contacted.

8.0 IMPLEMENTATION PLAN

8.1 This Procedure will be circulated electronically to all Managers, Supervisors and Staff.

8.2 This procedure will be available in electronic format and paper format in the control room for ease of retrieval and reference.

9.0 REVISION AND AUDIT

9.1 This Procedure will remain under constant review and may be subject to change to facilitate any changes/developments in service requirements.

9.2 Control managers have responsibility for ensuring the maintenance, regular review and updating of this procedure.

9.3 Revisions, amendments or alterations to the procedure can only be implemented after consultation with relevant stakeholders and approved by the relevant senior manager.

9.4 Revision History:

(This captures any changes that are made to a SOP when it has been revised. This may be placed at the back or close to the front of the document according to local preference.)

No	Revision No	Date	Section Amended	Approved by
1	2	12 th June 2018	N/A	Control Manager

10.0 REFERENCES

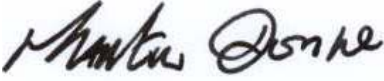
10.1 None applicable.

11.0 Signatures of Approval



National Control Operations Manager
On Behalf of the National Ambulance Service

Date 10/06/18_____



National Ambulance Service Director
On Behalf of the National Ambulance Service

Date 10/06/18_____

Document Control No. 1 (to be attached to Master Copy)

NAS

Reviewer: The purpose of this statement is to ensure that a Policy, Procedure, Protocol or Guideline (PPPG) proposed for implementation in the HSE is circulated to a peer reviewer (internal or external), in advance of approval of the PPPG. You are asked to sign this form to confirm to the committee developing this Policy or Procedure or Protocol or Guideline that you have reviewed and agreed the content and recommend the approval of the following Policy, Procedure, Protocol or Guideline:

Title of Policy, Procedure, Protocol or Guideline:

NAS

I acknowledge the following:

- I have been provided with a copy of the Policy, Procedure, Protocol or Guideline described above.
- I have read Policy, Procedure, Protocol or Guideline document.
- I agree with the Policy, Procedure, Protocol or Guideline and recommend its approval by the committee developing the PPPG.

Name

Signature (Block Capitals)

Date

Please return this completed form to:

Name: Niamh Murphy
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Document Control No. 2 (to be attached to Master Copy)

Key Stakeholders Review of Policy, Procedure, Protocol or Guidance Reviewer Statement

Reviewer: The purpose of this statement is to ensure that a Policy, Procedure, Protocol or Guideline (PPPG) proposed for implementation in the HSE is circulated to Managers of Employees who have a stake in the PPPG, in advance of approval of the PPPG. You are asked to sign this form to confirm to the committee developing this Policy or Procedure or Protocol or Guideline that you have seen and agree to the following Policy, Procedure, Protocol or Guideline:

Title of Policy, Procedure, Protocol or Guideline:

NAS

I acknowledge the following:

- I have been provided with a copy of the Policy, Procedure, Protocol or Guideline described above.
- I have read Policy, Procedure, Protocol or Guideline document.
- I agree with the Policy, Procedure, Protocol or Guideline and recommend its approval by the committee developing the PPPG.

Name

Signature (Block Capitals)

Date

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Document Control No. 3 Signature Sheet:
(to be attached to Master Copy)

Policy, Procedure, Protocol or Guideline:

NAS

I have read, understand and agree to adhere to the attached Policy, Procedure, Protocol or Guideline:

Print Name	Signature	Area of Work	Date