

# STANDARD OPERATING PROCEDURE COMMUNITY SERVICES WEEKEND / BANK HOLIDAY BAND 7 COVER

<b>Document Reference</b>	SOP22-021
<b>Version Number</b>	1.1
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<b>Date Last Reviewed:</b>	September 2023
<b>Date of Next Review:</b>	September 2026
<b>Consultation:</b>	All Community Services Team Leaders / Clinical Lead / Complex Case Managers Service managers / locality matrons
<b>Ratified and Quality Checked by: Date Ratified:</b>	Community CNG Meeting 21 September 2023
<b>Name of Trust Strategy/Policy/Guidelines this SOP refers to:</b>	<a href="#">Primary Care and Community Services BCPs</a> <a href="#">OPEL Escalation levels and triggers</a> <a href="#">Community - Referral and Triage for Community Services SOP18-014</a>

**VALIDITY – All local SOPs should be accessed via the Trust intranet**

### CHANGE RECORD

Version	Date	Change details
1.0	Sept 22	New SOP. Approved at Community Services Clinical Network Group (15.09.22)
1.1	Sept 23	Reviewed. Approved at Community Services Clinical Network Group (21.09.23).

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## 1. INTRODUCTION

The role of the Community Services Band 7 Weekend / Bank holiday Co Ordinator is to ensure a central point of coordination and reference for decisions on issues that are likely to have a service-wide impact. This includes resource management, and urgent clinical decisions, within the professional and individual scope of the B7 on duty. The role is integral in providing a safe, effective service by ensuring resources are effectively managed to meet service demands and needs. Responding to peaks in activity and working closely with clinical and managerial colleagues to resolve concerns and respond to emergency situations.

## 2. SCOPE

This SOP is intended to inform and guide the practice of all staff in the service, particularly those undertaking the role of Band 7 Co Ordinator.

The community services included within the scope are delivered across Whitby, Scarborough, Ryedale and Pocklington, Malton and Whitby IPUs.

## 3. DUTIES AND RESPONSIBILITIES

All staff will be aware of this SOP and will work in accordance with it. The role should be undertaken by a band 7 (clinical lead / Team lead / Complex Case manager/ virtual ward manager) between the core hours of 08:00 hours and 16:00 hours on Saturdays / Sundays and bank holidays.

## 4. ROTA

Allocation to the role of Community Services Band 7 Co Ordinator will be determined by the monthly rota produced and saved <V:\PCC\S&R - Community Management\Public\B7 Clinical Cover & Weekend Cover\Weekend information>.

Staff in scope to join the rota

- Complex case managers in Pocklington, Ryedale, Scarborough and Whitby
- Clinical leads (all localities and disciplines)
- Team leads (all localities and disciplines)
- Virtual ward manager

Shifts should be allocated on a pro rata basis for part time staff. It is expected that staff allocation is equitable – this will be monitored by the Band 4 Personal Assistant for the Community Senior leadership team who will then escalate to the service manager if shifts remain uncovered. Staff will self-roster over a 12-month period. With the expectation that there are 16 staff on the rota, each WTE will cover approx. 9 shifts per year pro rata. If shifts are not covered in a fair and equitable way by self-rostering individual line managers will discuss with the staff concerned. The name of the weekend band 7 will be shared with the weekend on call information with emergency planning.

### **Induction / joining the rota**

Band 7 staff will complete their initial shift shadowing an existing band 7 on the rota. Following this they will be expected to identify any areas of concern to their line manager and any further training needs. Staff are expected to make themselves familiar with this SOP and the community services BCP's.

As part of induction all staff will ensure they have access to each locality rota and request access if not already in place, and e-roster access for the services using this rota system, along with Medequip log in access and password.

## 5. PROCEDURES

The role is to:

- The role will be completed from a community service base. If BCP requires they will base themselves at the appropriate base.
- Act as the manager for any required contact from other teams/divisions
- Identify OPEL levels for wards and community services (OPEL Escalation levels and triggers) – if required by manager on call.
- Lead and support decisions at any incidents
- Work with the band 6 staff to ensure the correct skill mix on all community wards and community teams.
- Support staff following incidents via de-brief coordinate the allocation of the resource in line with clinical demand
- Offer clinical/managerial support as required to teams within individual skills and competence.
- To offer and advice to junior staff and colleagues.
- To make contact with each clinical team (including DN teams, UCR / Clinical co Ordinator's, SPOC, community wards, virtual frailty ward) to ensure they have no issues to escalate.
- Opportunity to attend staffing meeting on Thursday to be aware of any issues prior to the weekend
- In the unexpected absence of staff from a service the band 7 will consult the BCP plan for the relevant service and take any actions identified.
- To liaise with the Operational Manager on Call where Senior Manager support and advice is required.
- [Share updates with relevant locality Team Leaders, Clinical Leads, Service Manager, Locality Matrons or Therapy Lead, so that effective management can continue into the week days](#)

## 6. RECORD-KEEPING

The Band 7 Weekend Co Ordinator records are on the V-Drive.

[V:\PCC\S&R - Community Management\Public\B7 Clinical Cover & Weekend Cover\Weekend information](#)

It will contain:

- Band 7 Weekend Co Ordinator rota
- List of useful telephone numbers including detail on Lone worker, Palliative Care services, Pharmacy opening times, Medequip
- Link to Service Business Continuity Plans

## 7. REFERENCES

Safer Staffing and Escalation for Inpatient Services Policy (N-006) 2018 FPS 023

[Operational Managers On Call SOP22-027.pdf \(humber.nhs.uk\)](#)

[Emergency Preparedness Resilience and Response Arrangements Policy OP-003.pdf \(humber.nhs.uk\)](#)