

STANDARD OPERATING PROCEDURE FORENSIC - DUTY MANAGER

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Consultation:	Ward managers Paula Philips (General manager) Adrian Taylor (Service manager) Richard Weldrick (clinical lead) Operational Delivery Group (ODG)
Ratified and Quality Checked by: Date Ratified:	Security Committee 6 March 2023
Name of Trust Strategy/Policy/Guidelines this SOP refers to:	<ul style="list-style-type: none"> • Safer Staffing and Escalation for Inpatient Services Policy (N-006) 2018 • FPS 023 Humber Centre Fire Procedure 2017 • NHS England Yorkshire and Humber Low and Medium Adult Secure Services Emergency Evacuation Plan 2015

VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

Version	Date	Change details
1	Jan 2021	Replacing Duty manager SOP.
1.1	Jan 2022	Reviewed - No changes.
1.2	March 2023	Update from Coordinating manager SOP to Duty manager SOP, changes to working times to 24h cover, changes to OPEL and bedstate reporting / recording. Approved at Security Committee (6 March 2023).

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1. INTRODUCTION

The role of the Forensic Services Humber Centre Duty manager 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, urgent clinical decisions, and acting as fire marshal.

2. SCOPE

This procedure is intended to inform and guide the practice of all staff in the service, particularly those undertaking the role of duty manager.

3. DUTIES AND RESPONSIBILITIES

All staff will be aware of this procedure and will work in accordance with it. The role should be undertaken by a manager band 6 or above with the support available from the senior managers and on-call manager whilst working out of hours.

4. PROCEDURES

4.1. ROLE

The Duty manager will be based on a ward in the Humber Centre, where the Duty manager is rostered within Pine View safer staffing numbers; the Duty Manager will assess clinical activity and arrange back fill as necessary.

There are two strands to the role of the service Duty Manager, the tasks carried out in normal working hours and those out of hours. All wards have band 6 or band 7 managerial cover 24 hours a day 7 days a week. Ward managers usually cover Mon-Fri 09:00- 17:00. The role of the Duty manager may be taken by a ward manager but is an additional role to support the service. Departmental/ward managers remain accountable for their ward areas with the responsibility to escalate concerns as directed through the trust policies and procedures.

The role is to:

- Act as the on-site manager for any required contact from other teams/divisions
- Act as fire marshal at the Humber Centre in case of a fire alert and respond to any fire alarm activation at Pine View.
- Chair the daily risk meetings, identifying the bedstate and OPEL levels for wards/service. ([OPEL Escalation levels and triggers](#))
- Record OPEL levels and bedstate in the corresponding v-drive folders:
V:\Corporate\BI\Public\COVID-19 SITREP\Divisional SITREP
V:\Corporate\BI\Public\COVID-19 SITREP\Inpatient Bedstate\01 Monday - 07 Sunday bedstate.
- Respond to any alarm as a senior clinician, and take charge of incident management.
- Lead and support decisions at incidents
- Coordinate response team as identified to them by the shift leaders.

- Work with the shift leaders to ensure the correct skill mix on the response team including allocation of a driver.
- Support staff following incidents via de-brief Coordinate the allocation of the nursing resource in line with clinical demand
- Offer clinical/managerial support and advice to junior staff and colleagues, in the absence of managerial cover.
- Liaise with on-call clinicians, managers, psychiatrists, and medical staff out of hours
- Ensure that daily equipment checks are completed within the health garage and any unstaffed wards (including medical device inventory check, daily and weekly defibrillation/resuscitation equipment, and fridge temperature checks): Monday – Friday these are completed by the primary care team.
- Produce a list of staff due on duty the following day

4.1.1. SITE MANAGER

Outside of normal working hours the Duty manager will be responsible for the safe and effective operation of the building with the support from the on-call manager and the service standard operating procedures. This responsibility ceases upon the arrival of a more senior manager. All access to the service's secure perimeter should be coordinated and agreed by the Duty manager. The Duty manager will ensure that the perimeter fence is checked and recorded twice daily.

4.1.2. COORDINATING THE ALLOCATION OF THE NURSING RESOURCE

Outside normal working hours the Duty manager is responsible to provide support to the nurse in charge of each ward, to ensure the safe and effective care of the patients and is empowered to allocate staff between the residential areas to make safe and efficient use of nursing resources. It is responsibility of the nurses in charge of individual units for addressing staffing issues in their own areas; they may seek support from the Duty manager, if they have exhausted all avenues open to them.

The Duty manager will always carry the respective coordinators keys, if emergencies or breaks require the reallocation of keys this must be communicated to and recorded in reception.

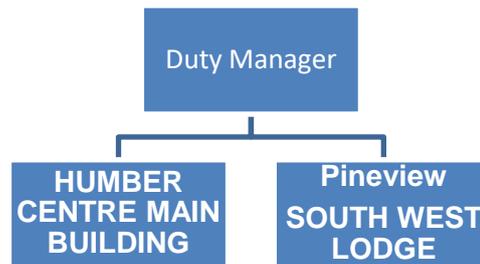
4.1.3. FIRE MARSHAL (SEE FIRE PROCEDURE / FIRE AND EMERGENCY PROTOCOL)

In addition to responding to clinical incidents, the Duty manager also has a lead role in the event of a fire – their role includes that of FIRE MARSHAL. They should respond to all fire alarms and coordinate the fire wardens within the building. (As detailed in the Fire and Emergency Protocol)

4.1.4. CLINICAL/MANAGERIAL SUPPORT

The Duty manager will always be a band 6 nurse or above to whom clinical and managerial issues can be referred for discussion and resolution. The Duty manager will refer these to a more senior nurse on duty if necessary, and the On-Call Manager outside of normal working hours.

4.1.5. LIAISON WITH ON-CALL MANAGER, PSYCHIATRIST AND MEDICAL STAFF



Any need to contact any on-call staff other than stipulated in trust policy will be communicated to the Duty manager, who can contact the following if need be:

On-call forensic psychiatrist	Via switchboard 389100/216624
On-call medic	Via switchboard 389100/216624
Trust on-call manager	Via switchboard 389100 /216624

4.1.6. PERFORMING EQUIPMENT CHECKS WITHIN THE HEALTH GARAGE (INCLUDING MONTHLY MEDICAL DEVICE INVENTORY CHECK, DAILY AND WEEKLY DEFIBRILLATION/RESUSCITATION EQUIPMENT CHECKS)

The Duty manager will have responsibility for ensuring that all checks within the primary care clinic and any unstaffed areas are completed out of hours (i.e., weekends). These include, but are not limited to

- Ensuring that the fridge temperature data is downloaded to the designated folder on the V: drive. (Instructions on how to do this are contained within a yellow folder marked “Pharmacy Temperature Monitoring Folder”, there are folders on each ward and in the health garage).
- Checking the defibrillator and medication bags, signing the checklist to verify that this has been done only on a weekend

The security lead will Carrying out monthly checks on the equipment within the Red Emergency Grab bag and signing the checklist to verify this has been done. The above checks must be completed and recorded on the appropriate charts according to the frequencies required and can be delegated to a competent staff member by the coordinating manager. This can be either during normal working hours, or on a night, however the out of hours Duty manager must check that the checks have been done and complete them if they haven’t been done during the day.

4.2. ADDITIONAL FUNCTIONS

In addition to the aspects of the role as described above, the Duty manager may be required to will undertake certain key tasks at either of the two sites:

- Diversion of telephones (at night / in emergency) should overnight reception cover be unavailable.
- In the unexpected absence of reception staff to co-ordinate closure/opening of shutters and assuming responsibility for managing reception.

The Duty manager will be aware of non-routine tasks and how to undertake them effectively.

- GMK (grand master key) access and use
- Door over-ride processes (all individual electronic locks have a unique over-ride key stored in reception)
- How to access reception in the event of an emergency and if the required SMC key being unavailable
- Emergency access to Pine View (Procedure & keys are in Reception Control Room),
- Loss of swipe card (instructions are in the safe in Reception Control Room, with necessary equipment),
- Fire evacuation plan (copy in in duty manager folder on V-Drive file)
- Activation of Service Business Continuity Plan (copy in duty manager folder on V-Drive)
- Activation of the Yorkshire and Humber Emergency Evacuation Plan (copy in in duty manager folder on V-Drive file)

4.3. PERSON SPECIFICATION

The Duty manager role will be undertaken by manager band 6 and above 24 hours a day, 7 days a week. Working 12 hour shifts

4.4. RECORD-KEEPING

The Duty manager records are held in a file in duty manager folder on V-Drive. It will contain.

- Duty manager rota
- List of useful telephone numbers
- On-call forensic psychiatrist rota
- Service Business Continuity Plan
- Yorkshire & Humber medium and low secure Emergency Evacuation Plan
- Coordinating manager's daily log
- Fire evacuation plan

The Duty manager daily log should record the date, shift time (Day or Night) and a record of any remarkable events, the members of the support team and the perimeter inspections. The record should also contain reference to decisions made and the rationale for these. (Appendix 1)

The record of the twice daily perimeter check will be kept in the reception control room. The coordinating manager daily record is not a clinical document and should not contain information about patients or clinical activity in the service. Similarly details of staff sickness and agreements for overtime should not be recorded in the "coordinating manager daily record" but in the appropriate Residential Area shift log.

4.5. ROTA

Allocation to the role of Duty manager will be determined by a two week rolling rota which will be produced by the ward managers. The service manager will check that all duty manager shifts have been allocated. Where shifts have not been allocated the service manager will allocate as per the rolling rota this will then be circulated to all areas, including reception staff.

5. REFERENCES

- Safer Staffing and Escalation for Inpatient Services Policy (N-006) 2018
- Humber Centre Fire Procedure
- NHS England Yorkshire and Humber Low and Medium Adult Secure Services Emergency Evacuation Plan

APPENDIX 1 - DUTY MANAGER LOG

	Day		<p>Checks:</p> <table border="1"> <tr> <td data-bbox="589 256 1061 347">PV & HC Perimeter check completed before patients access secure garden. Y/N</td> <td data-bbox="1061 256 1135 347"></td> </tr> <tr> <td data-bbox="589 347 1061 384">Fire Alarms (number of)</td> <td data-bbox="1061 347 1135 384"></td> </tr> <tr> <td data-bbox="589 384 1061 448">Fire Folder alarm activation log completed? Y/N</td> <td data-bbox="1061 384 1135 448"></td> </tr> <tr> <td data-bbox="589 448 1061 485">Number of False PAPU alarms</td> <td data-bbox="1061 448 1135 485"></td> </tr> <tr> <td data-bbox="589 485 1061 521">Number of actual PAPU alarms</td> <td data-bbox="1061 485 1135 521"></td> </tr> <tr> <td data-bbox="589 521 1061 558">Staffing Lists completed? Y/N</td> <td data-bbox="1061 521 1135 558"></td> </tr> <tr> <td data-bbox="589 558 1061 622">Emergency Grab bags checked (non-staffed areas)? Y/N</td> <td data-bbox="1061 558 1135 622"></td> </tr> <tr> <td data-bbox="589 622 1061 684">Health Garage Fridge temp data logger completed? Y/N</td> <td data-bbox="1061 622 1135 684"></td> </tr> </table> <p>Log:</p>	PV & HC Perimeter check completed before patients access secure garden. Y/N		Fire Alarms (number of)		Fire Folder alarm activation log completed? Y/N		Number of False PAPU alarms		Number of actual PAPU alarms		Staffing Lists completed? Y/N		Emergency Grab bags checked (non-staffed areas)? Y/N		Health Garage Fridge temp data logger completed? Y/N				
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	Night		<p>Checks:</p> <table border="1"> <tr> <td data-bbox="589 855 1061 946">PV & HC Perimeter check completed before patients access secure garden. Y/N</td> <td data-bbox="1061 855 1135 946"></td> </tr> <tr> <td data-bbox="589 946 1061 983">Fire Alarms (number of)</td> <td data-bbox="1061 946 1135 983"></td> </tr> <tr> <td data-bbox="589 983 1061 1046">Fire Folder alarm activation log completed? Y/N</td> <td data-bbox="1061 983 1135 1046"></td> </tr> <tr> <td data-bbox="589 1046 1061 1083">Number of False PAPU alarms</td> <td data-bbox="1061 1046 1135 1083"></td> </tr> <tr> <td data-bbox="589 1083 1061 1120">Number of actual PAPU alarms</td> <td data-bbox="1061 1083 1135 1120"></td> </tr> <tr> <td data-bbox="589 1120 1061 1157">Staffing Lists completed? Y/N</td> <td data-bbox="1061 1120 1135 1157"></td> </tr> <tr> <td data-bbox="589 1157 1061 1220">Emergency Grab bags checked (non-staffed areas)? Y/N</td> <td data-bbox="1061 1157 1135 1220"></td> </tr> <tr> <td data-bbox="589 1220 1061 1283">Health Garage Fridge temp data logger completed? Y/N</td> <td data-bbox="1061 1220 1135 1283"></td> </tr> </table> <p>Log:</p>	PV & HC Perimeter check completed before patients access secure garden. Y/N		Fire Alarms (number of)		Fire Folder alarm activation log completed? Y/N		Number of False PAPU alarms		Number of actual PAPU alarms		Staffing Lists completed? Y/N		Emergency Grab bags checked (non-staffed areas)? Y/N		Health Garage Fridge temp data logger completed? Y/N				
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