

# Policy Guidance Note 39

## Housing Support Workers Leave Cover Arrangements

Responsible Officer	Senior Housing Officer Supported Accommodation						
Issue No.	<b>1</b>	Revision No.		Revision Date:		Doc Ref:	<b>PGN</b>

### Amendment and Authorisation Record

#### PGN 39 – HSW Leave Cover Arrangements

Date	Author	Paragraph ref:	Nature of change	Authorised by
09/11/2011	GM			HMT

## Introduction

The following guidelines were initially issued to assist with Christmas and New Year shutdown arrangements in 2009/10. The Housing Service has decided to extend this approach to providing targeted support in all planned absences of less than five days. Relief Housing Support Worker cover will now be offered for planned periods of HSW absences of five consecutive days or more. This revised service will be on a trial basis and will run from 1<sup>st</sup> January 2012 to 31<sup>st</sup> March 2012 at which point we will evaluate and issue further guidance. The Housing Service remains committed to ensuring that no tenant is disadvantaged by this change to service level provision.

## Guidelines

Discuss with tenants, what alternative support arrangements they have in place over the proposed period of absence. This can be either formalised arrangements, i.e. Homecare, Care at Home, nursing support or perhaps less formal support arrangements, i.e. support of family, friends, neighbours etc.

It is important that you explain fully to tenants that scheduled visits will not take place during your planned leave of up to five days but that we want to do all we can to ensure appropriate support mechanisms are in place for those requiring them. If you have tenants you believe may be significantly disadvantaged by the lack of Relief HSW provision, please contact the Senior Housing Officer – Supported Accommodation at an early stage to discuss possible options for the provision of additional support.

Tunstall are **not** currently able to offer daily assurance calls to tenants but we hope they will be in a position to offer this service again in the future. In the meantime, you should support tenants to inform friends/family that there will not be housing support provision during your planned period of absence in order that they might offer additional contact as required.

For tenants with community alarm provision, undertake pre leave checks to all alarms by testing. As part of the testing process, please ensure all contact information is up to date.

There should ideally be 4 named contacts in place for individual tenants, but it is recognised that this is not always possible. The priority must be however to ensure the information held by Tunstall is current and accurate so that if Community Alarm is required, there are no unnecessary delays in summoning assistance. Any change to contact names should be updated in the agreed manner and in accordance with current procedures.

If you have tenants who do not have Community Alarm but who now feel might benefit and be in need of this provision, you should assist to make necessary referral through the Duty O.T. system either on Tel. 01595 744319 or by email on [duty.ot@shetland.gov.uk](mailto:duty.ot@shetland.gov.uk)

During periods of planned leave, you should contact Tunstall to advise that you will not be part of an emergency contact list during your leave dates.

### **Snow Clearing and Gritting**

A snow clearing/gritting service will not be generally available during winter leave. Tenants (and their families/carers where possible) should be informed of this in advance and advised to exercise due care and attention when venturing out over this period in wintery conditions.

Should there be any emergency medical type situation where access is required to an individual property and all roads and paths are impassable, the Roads Service can provide on-call 24 hour assistance. Tenants/families/carers should be informed that to request an emergency response, they should call the Lerwick Police Station in the first instance on Tel. 01595 692110 where staff will initiate the appropriate request for assistance.

### **Unplanned Leave**

In situations where your leave is unplanned, i.e. sick leave etc. you should seek the provision of relief cover in the usual manner.

You should ensure your tenants are in receipt of the following **Emergency Contact Information**

### **Housing Out of Hours**

Out of Hours Housing Repair Emergencies can be reported by contacting:

**Housing Repairs      Telephone 01595 693972**

### **Social Work Contact Out of Hours**

Any tenant in receipt of a care package will have a RED coloured Care File in their property. The Care File will give details of who to contact should there be any problems with their care package. You should ensure your tenants are made fully aware of this.

The Out of Hours Duty Social Worker is available in an emergency on:

**Duty Social Worker      Telephone 01595 695611**