

Version: 2 FOI Status: Public	Adult Social Care & Health ESW & SESW Guidance for Safe/Well	Issued: March 2024 Review Due: March 2026 Author: Amanda Rich
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Enablement Support Worker and Senior Enablement Support Worker Guidance for safe/ well

Enablement Support Workers (ESW) and Senior ESW (SESW) work within the homes of clients in the community who require support. Their shifts are in periods of 6 hours starting at 7am – 10pm on a rotating basis in a geographical area with other ESW/SESW's.

To enable line management support there are current arrangements for Enablement Support Leads to also be on duty during the same hours on a rota in each area. Therefore, there is an ESL for ESW/SESW's to contact with issues that occur on their round and to enable safe and well checks to be made.

ESL's and the schedulers of the work have access to live data on the care management system this enables them to know where the ESW/SESW is at any point on their round.

The ESW/SESW use a Radio Frequency Identification Disc (RFID) tag at each address to log in and out which not only collates essential management information but also acts as a safe and well mechanism to ensure that as far as is practicable, ESW/SESW's are safe.

The schedulers monitor ESW's and SESW's on the Care Management system to ensure that they have logged out of their final call which will mark the end of their shift. It is therefore the responsibility of all ESW's and SESW's to ensure they do log in and out at every call.

Expectations of the Scheduling Team

If an ESW/SESW does not log out of the last call the scheduler should

- Contact the worker on their work mobile to ensure that they are ok.
- If the Scheduler is unable to make contact, they will alert the area ESL.

Expectations of the ESL

- The ESL has the private/emergency contact numbers of every ESW and SESW on duty which they can use if necessary.
- If the worker is still not accounted for after the ESL has tried all the contact numbers we have, they should escalate the matter to a service manager (which might be the out of hours service manager).

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- The ESL or service manager will try to contact the ESW/SESW which could include contacting the last client on the rota, calling the personal telephone number or the emergency contact of the ESW/SESW, going to the workers home address and/or contacting the emergency services.

If the ESW is delayed after 10pm, they should contact the duty ESL before 10pm who will advise what number they can be contacted on until the ESW/SESW leaves the last client.

ESL's should ensure that they have up to date information for each ESW and SESW in case of emergency including car make/registration number, personal mobile, landline, home address and emergency contact details which will need to be available, updated with changes and added onto a shared teams channel for duty ESL's to access when an ESW is not accounted for.

The process will end when the ESW/SESW has logged out of their last client or has been spoken to by a scheduler, ESL or service manager. We do not monitor for the journey to and from home.

Risk Assessments

Risk assessments are routinely carried out for every new service start and will flag up any initial risk i.e., dog present.

Developing risk following the start of a service should be fed back immediately to the ESL who will risk assess the individual situation referring to the health and safety team as appropriate.