

Version: 1 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Extra Care Night-Time Guidance	V1 Issued: April 2025 Review due: April 2026 Author: Quality and Compliance
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Derbyshire County Council - Adult Social Care & Health

Extra Care Night-Time Guidance

Version 1

Contents

1. Introduction.....	2
2. Roles and Responsibilities	2
3. Care Worker - Night-Time Duties	3
4. Individual Care and Support	4
5. Admissions and Discharges During the Night	5
Author History.....	5

If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

Version: 1 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Extra Care Night-Time Guidance	V1 Issued: April 2025 Review due: April 2026 Author: Quality and Compliance
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1. Introduction

The information contained in this document is designed to be used by staff working over-night in an extra care setting.

The aim of the document is to ensure that services are provided safely and consistently across the council's extra care services and that all staff working during the night have quick access to essential information.

2. Roles and Responsibilities

The service manager will:

- ensure contingency plans are in place, up to date and agreed with the housing provider
- check each service has a Night -Time Guidance Folder in place which contains:-
 - Extra Care Night-Time Guidance (this document)
 - Falls Prevention Guidance
 - Head Injuries Guidance
 - The Missing Person Policy and Herbert Protocol
 - Medication procedure
 - End of Life and Unexpected Death procedure
 - Unplanned calls record
 - Copies of client incident and action record ([appendix 2](#))

The domiciliary services organiser will:

- ensure care staff working in the day complete a thorough handover with staff working at night
- ensure that the Night-Time Guidance Folder is kept up to date and is stored in an accessible place
- ensure all Personal Service Plans (PSP's) and Risk Assessments are up to date, accurate and informative
- essential information is readily available for each individual and is stored in a place that is easily accessible to staff
- ensure the shifts are covered
- mobile phones are charged
- ensure staff understand the need to respond to emergency pendant calls in a timely manner, and record these appropriately (unplanned care record)
- assign any cleaning tasks to the relevant workers
- ensure emergency evacuation procedures are in place in case of a fire

Care workers will:

- familiarise themselves with the needs of the individuals through verbal and written handover from the previous shift as well as reading the individuals care records

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----------------------------------	---	---

- work a waking night and ensure they are sufficiently rested prior to attending work
- take their unpaid half hour break separately, this should be within the building and not to sleep during this break. Coordinate with the other worker when to take a break to ensure someone is available
- familiarise themselves and refer to the Night-Time Guidance Folder and adhere to the policies and procedures set out by Derbyshire County Council (DCC)
- record all relevant information and ensure that all records made are detailed and factual so they can be referred to at a later date when required
- carry out any cleaning tasks within the night, as instructed by their DSO
- in exceptional circumstances, where the other night worker has called to say they are unable to work, contact other workers to cover the absence

3. Care Worker - Night-Time Duties

Throughout the night there are a number of essential duties that must be carried out:

- always have access to mobile handsets/phone/pagers, in case of an emergency
- respond in a timely manner to emergency call pendants and deal with the situations as they arise
- respond immediately to any medical emergencies, seek and follow any advice from medical professionals as appropriate
- ensure incidents are recorded appropriately and the DSO is informed when they next attend their shift
- support individuals with their evening/night routines at a time of their choice
- support individuals with their morning routines if required
- support with the administration of medication if required
- contact emergency services should any trespassers arrive on the property
- complete any training set by their manager
- ensure in case of a fire that the housing providers procedures are followed, to allow safe evacuation. This should be to a communal area or back to their room (where possible)

Night Staff Cleaning Duties

Cleaning' tasks are also expected from care workers, in line with our Infection Prevention and Control (IPC) policy. For example, this may include:

- spot cleaning
- disinfecting tables, arms of chairs during any form of outbreak
- checking laundry and wash/dry clothes, see below regarding the use of electrical equipment
- all other tasks reasonably requested by DSO

Use of Electrical Equipment

Version: 1 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Extra Care Night-Time Guidance	V1 Issued: April 2025 Review due: April 2026 Author: Quality and Compliance
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Electrical equipment can be used during the night. It is important to ensure that these tasks are not carried out where they will disturb individuals. Where machines are left to run, periodic checks must be carried out.

4. Individual Care and Support

Continence

If an individual experiences any issues with incontinence through the night, then staff are to support with these (when alerted to the issue).

Falls

Individuals receiving a service from DCC who are assessed as at risk must have a falls risk assessments which is stored in their individual file. Should a fall occur, and the worker is alerted, they must complete the appendix from the client incident and action guidance. The DSO's must complete the relevant client incident and action record on Mosaic and review the Falls Risk Assessment. For individuals not in receipt of a service a case note should be made.

Workers must refer to the Falls Prevention Guidance and Head Injuries Guidance, which can be found in the Night-Time Guidance Folder.

Medication

Care workers must refer to the individual's PSP, medication administration record (MAR) and any protocol in place before administering and record accordingly, adhering to procedure which can be located in the Night-Time Guidance Folder.

For support and guidance in exceptional circumstances, care workers should contact 111.

Any medication errors must be recorded on the appendix from the client incident and action record guidance and handed to the DSO to record in Mosaic on the relevant client incident and action record form.

Medical Emergency

In the event of a medical emergency, care workers must seek advice from a health professional by contacting 999. Any advice received must be followed and recorded in detail.

End of Life Care and Unexpected Death

The care and treatment of individuals who are at end of life will be recorded in the Personal Service Plan and community health services will be involved. In the event of an unexpected death, it is important to follow the End-of-Life Care and Unexpected Death Procedure which can be found in the Night-Time Guidance Folder.

Missing Person

Should an individual go missing or not return when scheduled, the care worker must make effort to ascertain their whereabouts. Where it has not been possible then they should contact the police and follow the Herbert Protocol in place in their file (for those known to be at risk of leaving the building). The Missing Person Policy and Herbert Protocol – What to do if a Person is at Risk of or

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Goes Missing must be followed which can be found in the Night-Time Guidance Folder.

In the event of a fire

The 'Stay Put Policy' applies in the event of a fire. DSO's must ensure staff have access to the client information document for individual's receiving DCC care. For those individuals who reside in the building but who do not receive care from DCC, a PIF form should be in place containing vital information on the person. The grab sheet which contains room numbers, names and a RAG rated emergency plan needs to be in place and updated regularly.

These documents should be kept in the red Fire Folder which needs to be accessible to both DCC staff and the housing provider, at all times.

5. Admissions and Discharges During the Night

Where an individual need to be admitted to hospital during the night either as an emergency or via instruction of the health professional, care workers must follow the guidance given by medical professionals. For individuals in receipt of a package of care from DCC, a copy of the client information sheet, located at the front of the individual's file must be updated with details of reason for admission. A copy of the MAR sheet and the individual's medication must accompany them to hospital.

The individual must be appropriately dressed (dependent on the reason for admission e.g. injury or health condition needs) and sufficiently supported with any personal care needs. An overnight bag containing toiletries and a change of clothes must accompany them and an inventory of all items sent must be made (where possible).

Where the individual needs an escort, family or main carer must be contacted where appropriate. Night staff must not accompany the individual.

When an individual is discharged from hospital and returns to the setting during the night, care workers must ensure their well-being and safety needs are met and consider if they need escorting to their apartment.

Author History

Approval and Authorisation History

Name	Date
Authored by Quality and Compliance	April 2025
Approved by DMT	April 2025

Change History

Version	Date	Name	Reason
Version 1	April 2025	Quality and Compliance	New guidance issued to extra care staff and managers