



# **Adult Social Care and Health**

## **Touch Down Guidance**

### **Version 1**

Version: 1 FOI Status: Controlled	Derbyshire County Council Adult Social Care Touch Down Guidance	Originally Issued: February 2024 Review Due: February 2026
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If you would like to make any comments, amendments, additions, etc, please email  
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## Introduction

This guidance is to support enablement support workers (ESW) and senior enablement support workers (SESW) working within Derbyshire County Council's care settings and offices.

The council provides a short-term assessment and reablement service which includes ESWs and SESWs who provide people with care and support in their own homes. ESWs and SESWs have the same training as the council's care workers working within its residential care homes.

ESWs and SESWs work in the community across a six-hour shift. There may be times where these colleagues do not have any calls scheduled. During these periods they will be asked to work from a base location which may include an office, a residential care home, day centre or extra care unit.

ESWs and SESWs will be engaged in a number of activities whilst working from base.

These include:

- undertaking work on a laptop for e-learning and training
- inputting data onto their mobile phone regarding their work within the short-term service
- virtual attendance at meetings
- 1-1 peer support or supervision and/or to facilitate discussion for observation, practice, sharing knowledge as recorded in CCL
- when awaiting direction from a care setting, ESW and SESW will be asked to support and engage with people using the service. Please see further detail below

## Expectations ESW and SESWs when using "touch down" spaces

- ESW/SESW's will keep noise to a minimum and respect the space within which they are allocated to work
- ESW/SESW will use only the area that has been identified as a touch down space within each building
- when in a care establishment, where the ESW/ SESW is not supporting and engaging with people using the service, they may use the time to catch up with training where the facilities are available or inputting data onto their phone in respect of the short-term service

When arriving at the "touch down" space the ESW/SESW will:

- sign in and out using the service's/office's own system. They must ensure that access requirements within each building are understood and this is communicated to the S/ESW
- log in using the RFID tag available in the service/office
- if the "touch down" space is not already showing on your schedule, contact the scheduling team to advise them
- keep mobile phone on at all times to enable their managers and scheduling team to provide updates and direction in the event that service requirements change

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### **Expectations of colleagues to support and facilitate use of “touch down” spaces**

- there is an expectation that space with the council’s offices and care settings will be utilised by ESW/SESW’s whilst they await direction. Local agreement between managers must support this way of working
- where the ESW is undertaking administrative duties or training, the enablement support team manager (ESTM) and manager of the base location must have agreed available space the ESW can use that does not impact negatively on people using the service
- wherever possible the enablement support lead (ESL) must inform the service/office that the ESW will be arriving and for what purpose
- the manager on duty or business services at the unit/office will welcome the person and show them where they can find toilet facilities and can make a drink. They will make sure that fire/emergency evacuation procedures are made available

### **Escalations**

Escalations should be made to the appropriate ESTM if there are any concerns about how the arrangements are working.

### **Expectation when working with people using the service:**

#### **Supernumerary support**

ESW and SESW may be asked to engage in supporting people using the service when working within care setting as a supernumerary member of staff, with the understanding that training is up to date and there are no reasonable adjustments in place that prevent working in the environment.

The ESW can undertake duties alongside an established member of staff who knows the needs of the people using the service, such as supporting with meals/drinks, ensuring diets are adhered to, assisting with toileting, talking to clients and providing meaningful engagement and activities (for example). This is not an exhaustive list.

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**Basic Induction required on first visit**

Where the ESW is asked to work with people using the service listed below, there is a basic induction that should be undertaken on a first visit. This follows that used for agency workers where required.

**Please Tick**

- The layout of the area they will be working
- Introduction to staff member they will be working alongside
- The fire/emergency evacuation procedure. (As a visitor not a care worker)
- Individual staff risk assessment (e.g. pregnancy)
- Location of PPE
- Location of generic risk assessments
- The location of the toilets
- Where to keep personal belongings
- Location of Care Plan/risk assessments (If needed)
- The home's smoking policy

Signature of ESW:

Printed name of ESW:

Signature of office staff member:

Date:

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**Approval and Authorisation History**

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	<b>Name</b>	<b>Job Title</b>	<b>Date</b>
Approved by	Quality & Compliance		February 2024
Authorised by	Quality Assurance Group		February 2024

**Change History**

<b>Version</b>	<b>Date</b>	<b>Name</b>	<b>Reason</b>
Version 1	February 2024		Development of new practice guidance