

# SOCIAL WORK DEPARTMENT RECALL TO DUTY (ON-CALL) - CHW

## PROCEDURE <sup>®</sup>

### DOCUMENT SUMMARY/KEY POINTS

- Contact on-call Social Worker via Switch.
- Switch is responsible for ensuring that the message is delivered to the designated on-call social worker and to escalate if no response.
- Social Workers are not on site outside of office hours and must be paged or contacted by mobile phone
- The criteria for the recall the on-call social worker to duty is set out below (previously known as a call back)
- **On call social worker recall to duty criteria:**
  - Major deterioration of a child's condition
  - The death of a child (includes facilitating a viewing for the family if required)
  - Major trauma or life-threatening condition (including physical or emotional trauma)
  - Family crisis following the diagnosis of a serious illness
  - Family disruption/breakdown due to stress
  - Disaster- in this instance the On-call Social Worker will activate the Social Work Department Disaster Plan.
- Some situations will be managed offsite as a recall to duty off-site at the discretion of the on call social worker. These responses will typically involve:
  - Consultations/emergency meetings with clinicians
  - telehealth crisis support with client and/or professional

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> March 2023	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Department Head	<b>Area/Dept:</b> Social Work CHW

## CHANGE SUMMARY

- Inclusion of process for providing feedback regarding concerns
- Flowchart updated
- Title changed from *Social Work Department On-Call Service – CHW* to *Social Work Department Recall to Duty (On-Call) - CHW*

## READ ACKNOWLEDGEMENT

The following staff should read this document:

- All Social Work Department
- Clinical Program Director CARPA Westmead
- ADON
- NUMs in ward areas and all clinical staff in critical areas (ED, PICU and GCNC).
- Relevant Medical Staff
- Switchboard Services

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**Note:**

- On- call social workers are not on site and need to be contacted as set out in this procedure
- The social work trauma page is not carried after hours therefore a social work service needs to be requested via switch when required.
- In a disaster the social work service is activated using the disaster procedure - this policy does not cover this area.
- The Child Protection Unit (CPU) also offers a specialist on-call service for appropriate child protection/child sexual assault related matters, see the CPU referrals policy and procedure for further information.

## Type of Service Offered

The Social Work service offers three types of service after hours; all requests must meet the recall to duty criteria (below):

1. Consultations or virtual meetings via MS teams/phone
2. Crisis telehealth via MS Teams/PEXIP or phone
3. Recall onsite for face-to-face service in defined circumstances.

## On call social worker recall to duty criteria

- Major deterioration of a child's condition
- The death of a child (includes facilitating a viewing for the family if required)
- Major trauma or life-threatening condition (including physical or emotional trauma)
- Family crisis following the diagnosis of a serious illness
- Family disruption/breakdown due to stress
- Disaster- in this instance the On-call Social Worker will activate the Social Work Department Disaster Plan.

## Referral Procedure

- Referrals from Intensive Care and Emergency Department areas can be made by medical officers and/or nursing staff and do not require authorisation from a Senior Medical Consultant or Senior Nurse Manager
- Referrals from other departments will require authorisation from the Senior Medical Consultant or Senior Nurse Manager

- It is expected that if a referral meets recall to duty criteria the social worker will respond by attending the hospital or the social worker will manage the social work response remotely
- Occasionally, a Social Worker may determine that referral does not meet the criteria for a recall to duty and may advise that the response can be managed on the next business day. If there are differences of opinion on the recommended response, the on call social worker and referrer are expected to reach a resolution. If resolution cannot be reached, then the on-call social worker will contact the rostered senior social worker/clinical lead/deputy or head of department who will speak to all concerned and make a decision
- All requests for the on call social worker to be recalled to duty must be accompanied by a power chart referral the next business day.

## Contacting the On-call Social Worker

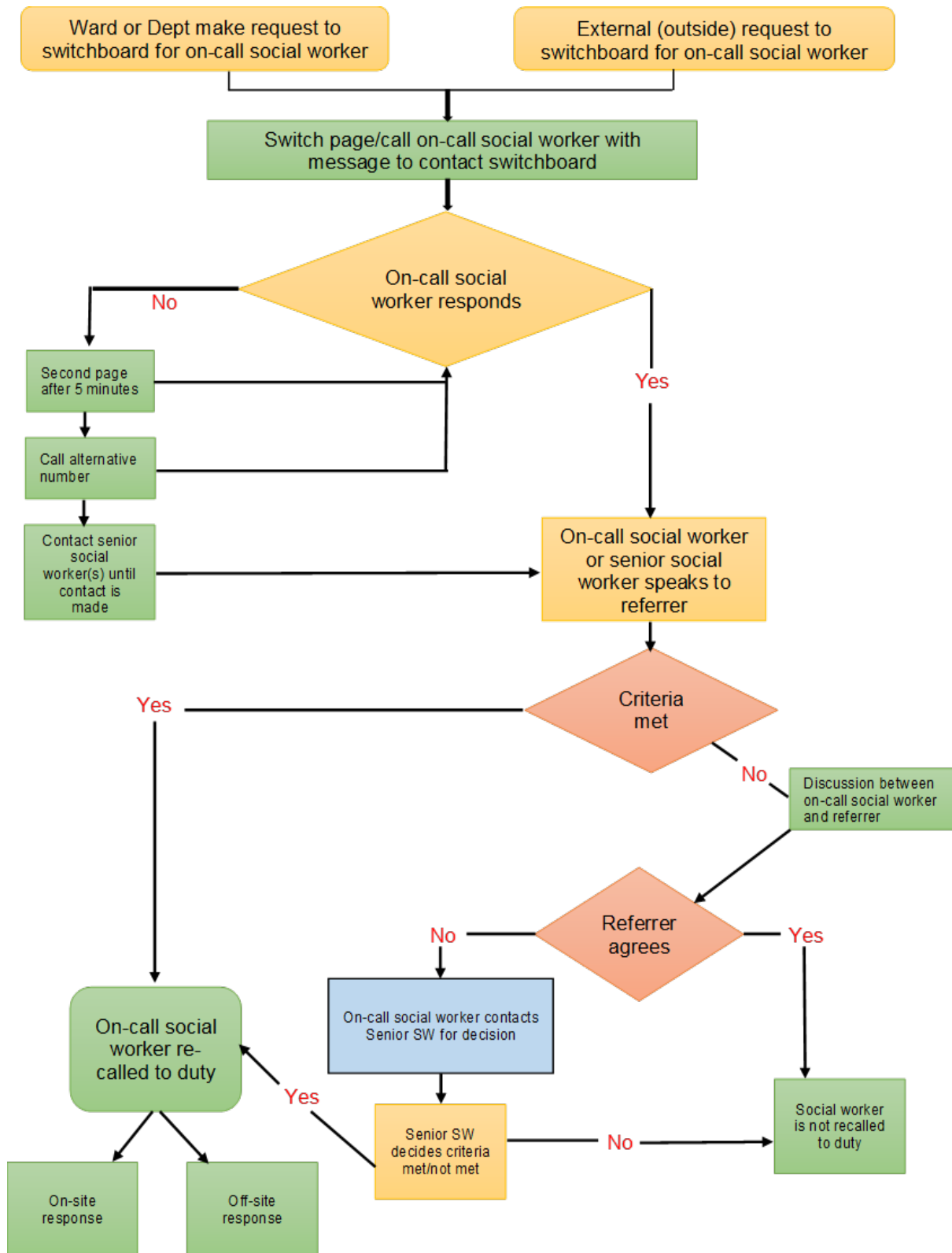
- The on-call social worker can be contacted through the switchboard. A flowchart with instructions on how switch is to contact on-call social worker and the decision process is below. This also includes a protocol should switchboard have trouble reaching the person on-call
- If you have not heard back from on-call social work after asking switchboard to make contact, please contact switchboard again to ask where they are up to in the flowchart
- On-call social workers are not on-site. Where a recall to duty on-site is agreed the social worker will provide the referrer with their expected ETA. The KPI for return on site from home is one hour
- Should a second social worker be required for any reason the on-call social worker will discuss this with the rostered senior social worker/clinical lead/deputy or head of department.

## Feedback Regarding Social Work On-call Service

The On-call Social Work service appreciates feedback as it enhances relationships within the hospital and ensures continued responsiveness and improvement of our service.

If the referrer is unhappy with the decision, processes, or actions of the on-call social work service then they can either message, email or speak directly to the Head or Deputy Head of Social Work.

## Flowchart



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