

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Patients Not at Home		Doc. No.	OP012
Scope		Operational & Clinical Directorate	Operational Administration		
Purpose		To ensure that home visit requests are completed and patients are safely assessed. Should the patient not be at home or their current place of residence further investigations are to be followed to ensure that the patient’s safety is of the highest priority.			
Guidelines		In all instances actions should be recorded or documented within the patient record.			
PROCEDURE				RESPONSIBILITY	
1	Visiting team arrive at the patient’s address. There is no reply at the patient’s place of residence or any supplied telephone number.			Urgent Care 24 Clinician / Driver	
2	Visiting team to liaise with the dispatcher to ensure that the service has the correct patient demographics.			Urgent Care 24 Driver / Operational Personnel	
3	Operational staff to check with A&E departments or local walk in centres to see if the patient has attended. Check should also be made with place of residence to establish if the patient location is known.			Urgent Care 24 Shift Manager / Operational Personnel	
4	Visiting team to check around the patient’s property to establish if any persons are aware of patient’s location or last seen time. Establish if it is safe to wait for patient to return or return to home visit at a later time. If patient is incapacitated an immediate 999 call is to be placed with North West Ambulance Service and the Police by the visiting team providing all the relevant information allowing immediate access to the patient’s property.			Urgent Care 24 Clinician / Driver / Dispatcher	

	If patient has been conveyed to hospital the 'Case Type' must be changed to 'Advice' and dispatched to the 'Advice' pool for the clinician to complete.	
5	If none of the above apply the OOH's service will telephone the patient's home. If there is still no response the shift manager, visits dispatcher or team leader will then make contact with the ambulance service via 0151 261 4322 to enquire whether the patient has requested an ambulance and has been transported to a local hospital.	Urgent Care 24 Shift Manager / Team Leader / Dispatcher
6	If the patient has been transported to hospital the operational staff member must inform the visiting team. The call can be recorded as a visit in these cases, ensure accurate information and a follow-up message is recorded on Adastra.	Urgent Care 24 Clinician / Operational Personnel
7	If contact cannot be made a last resort is for the visiting team to contact the Police and request access to the patient's residence. This last action should be taken at the discretion of the visiting clinician.	Urgent Care 24 Clinician

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Title	Patients Not at Home		Doc. No.	OP012
Version	V8			
Supersedes	V7			
Approving Managers/Committee	Interim Head of Service			
Date Ratified	March 2007 (original)			
Department of Originator	Out-of-Hours Operations			
Responsible Executive Director	Chief Operating Officer			
Responsible Manager/Support	Service Managers			
Date Issued	March 2007 (original)			
Next Review Date	May 2020			
Target Audience	Operations			
Version	Date	Control Reason	Accountable Person for this Version	
V1 – V6	2007 - 2012	Created, reviewed and updated as required	Various	
V7	January 2017	Reviewed and updated as required	Shift Manager	
V8	May 2019	Reviewed and updated as required	Service Manager and Interim Head of Service	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Urgent Care 24 Intranet	Standard Operating Procedures File in the Call Centre	
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