

SOCIAL WORK DEPARTMENT ON-CALL SERVICE - CHW

PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- Contact On-call Social Worker **via Switch**.
- Switch is responsible for ensuring that the message gets to On-call Social Work or is escalated if no response.
- Social Workers **are not on site after hours** and must be paged
- On-call Social Work offers Consultation service via phone
- On-call Social Work Call back 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.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st September 2014	Review Period: 3 years
Team Leader:	Deputy Manager	Area/Dept: Social Work CHW

CHANGE SUMMARY

- Inclusion of process for providing feedback regarding concerns
- Flowchart updated

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).
- All Medical Staff
- Switchboard Services

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1 Type of Service Offered

The Social Work service offers two types of service after hours:

1. Consultation service via phone
2. Call back service for specific criteria.

Note:

- On- Call Social Workers are *NOT* on site and need to be contacted as detailed below.
- The Social Work Trauma page is *NOT* carried after hours so a social work response is not automatic. 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 also offers a specialist On-call service for child protection/ child sexual assault related matters, see the Child Protection Unit (CPU) and Referrals Policy and Procedure for further information.

2 Criteria for Call-backs

- 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 or witnessing physical or emotional trauma).
- Family crisis following the diagnosis of a serious illness.
- Family disruption/breakdown due to stress.
- The On-call Social Worker is available to consult on a matter if you are not sure if it meets the criteria.
- Disaster- in this instance the On-call Social Worker will activate the Social Work Department Disaster Plan.

3 Referral Procedure

1. Referrals from Intensive Care and Emergency Department areas can be made by medical officers and/or nursing staff.
2. Referrals outside these areas require a specific referral from the Senior Medical Consultant or Senior Nurse Manager EXCEPT in the case of death and life-threatening illness where other staff members may refer.
3. When families are experiencing extreme shock and distress, a Social Worker as part of the treatment team, will be called to the hospital and will assess the situation on arrival. The treatment team should tell the family that the Social Worker WILL be attending the hospital as procedure. In such stressful situations it is inappropriate for staff to ask the family whether they wish to see a Social Worker.

In the event that a family refuse to see a Social Worker after hours, it is important to ascertain if there are other social work roles which may include supporting staff, extended family or siblings.

4. It is expected that if a referral meets on-call criteria the Social Worker will attend the hospital. If a Social Worker has concerns about attending (e.g. no clear role) then they must talk to the Head of Social Work Department or another Senior Social Worker.
5. Occasionally, a Social Worker may determine that referral does not meet the criteria for a call-back. If the referrer is unhappy with this decision they should first try and resolve this with the Social Worker on-call. If this fails, then the Social Worker on-call WILL contact the Head or Deputy Head of Social Work (or the next most senior social worker) who will speak to all concerned and make a decision.

4 Contacting the Social Worker On-call

The Social Worker on-call 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 switch have trouble reaching the person on-call.

If you have not heard back from On-call Social Work after asking switch to page please contact switch again to ask where they are up to in the [flowchart](#).

Should a second Social Worker be required for any reason please the On-call Social Worker will discuss this with the Head of a Senior Social Worker.

5 Feedback Regarding Social Work On-call Service

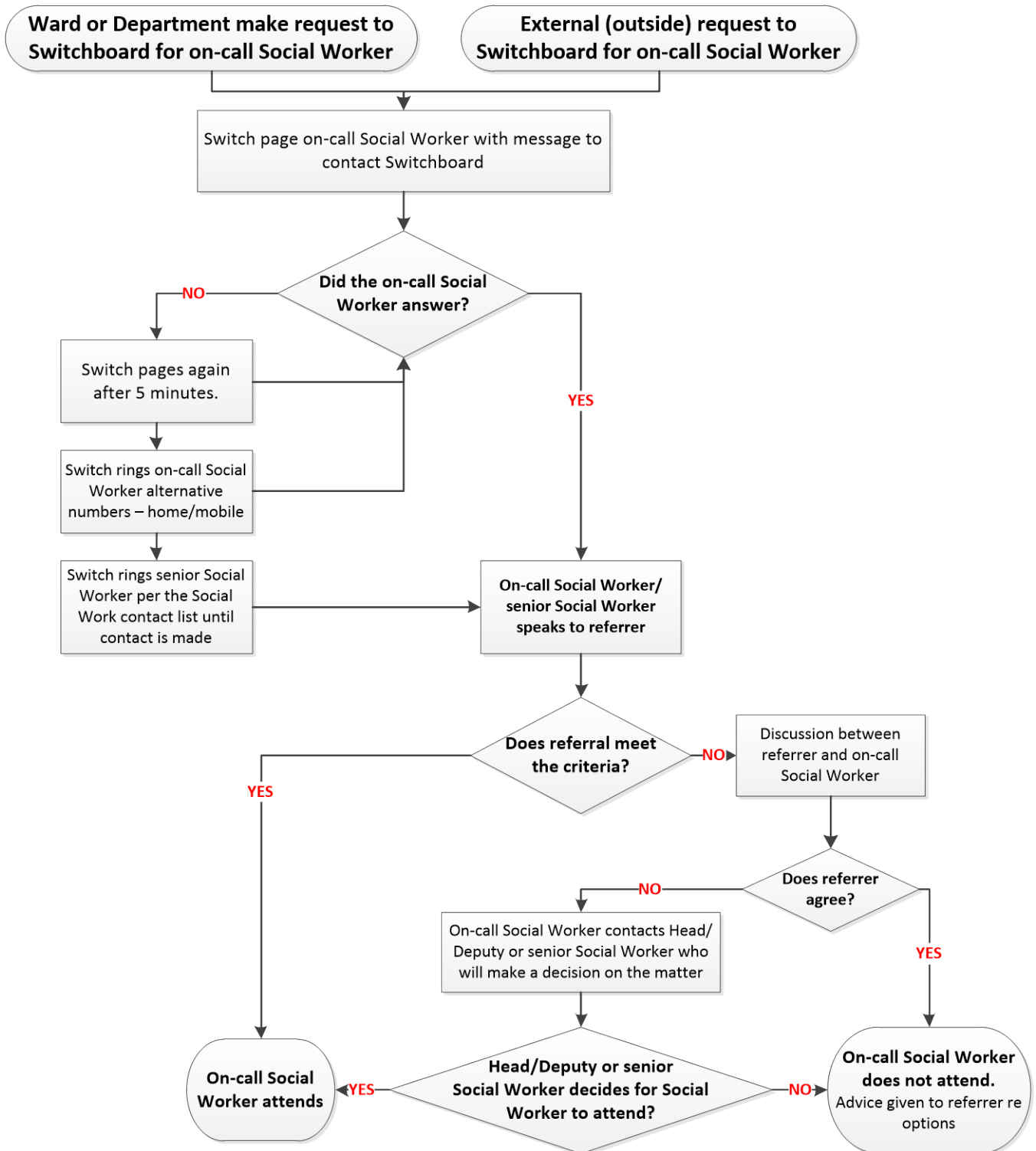
The On-call Social Work service appreciates feedback as it enhances relationships within the hospital and ensures continued responsiveness and improvement of our service.

If the referrer is unhappy with the decision, processes or actions of the On-call Social Work service then they can either speak directly to the Deputy Head of Social Work, who manages the Social Work On-call Service or email the concerns.

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6 Flowchart



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