



Duty Team: Consists of Social Worker, Occupational Therapist who cover for 2 months at a time, p.a. who cover 1 day a week. The admin. worker provides support full time. The duty team have a dedicated room with appropriate information systems, recording forms, mobile 'phones. Team Managers have a rota and cover duty for 1 week at a time.

- **Role of Duty Manager :**
 - Checking and prioritising referrals
 - Allocating work
 - Making decisions about urgent referrals
 - Checking workload of duty workers
 - Supporting duty workers
 - Discussing and re-allocating cases following duty work , although this does not preclude the duty worker becoming the Care Manager
 - Ensuring the duty workers are contacted at the end of the day if out of the office at close of business.

- **Role of Duty Worker :** The workers are responsible for undertaking tasks requested by the Duty Manager. These may include :
 - Emergency assessment for hospital discharge
 - Delivery of toileting equipment /replacement of faulty or broken equipment
 - Contact can not be made with clients/ wandering clients
 - GP requesting emergency visits
 - Follow up visits from A&E depts. / EDT work/faxes
 - Carers emergencies i.e. hospital admissions, death
 - Information/advice

