



Change in Out of Hours recording

The Emergency Duty Team (EDT) have started to record their contacts in a simple form, rather than by recording multiple observations. You will notice the use of this form when it is reassigned to your team in-trays.

In the past EDT recorded an observation for each phone call or contact they made, when making a situation safe. As a result many separate observations would be reassigned to daytime teams, sometimes making it difficult to be clear about what had happened.

This improvement means that EDT now provides teams with a summarised description of the situation and the work they did to make it safe. It also provides an indication of any ongoing risks.

Where necessary EDT may choose to record an observation and in complex cases, such as where there is a change in provision, they may also create assessment forms which they will also reassign to you.

Because EDT supports Children's and Adult's social care out of hours, this improvement is being implemented for both.

Any questions or comments, please email the Adult Way We Work Group mailbox - wayworkgroup-mailbox@devon.gov.uk

Source: Social Care Commissioning – Change Delivery