

Guidance for staff requiring support from an emergency service

This guidance relates to police, ambulance and fire and rescue services.

Staff calling emergency services need to consider what support is required:

- Is the situation an emergency, where an immediate response is required?
- Is the situation a non-emergency, where an emergency service is not required?

ACTION

When calling the emergency service operator, staff need to be clear, concise and be able to justify what service(s) they need and why.



POLICE – IMMEDIATE RESPONSE

Police prioritise calls in relation to THREAT/HARM/RISK. The caller should identify that:

- There is a Real and Immediate risk to life or serious harm
- There is a crime in progress and the perpetrator is still at or has just fled the scene.

Examples of where an immediate response is required from police (and other services) would include:

Threat to life or property:

An escalating situation where someone is subject to or being subjected to a physical assault, likely to result in death or serious injury.

Protection of life:

A staff member attends the home of a patient / service user. They attempt to gain entry but cannot get a response, and they believe the patient may have come to harm.

ATTENDING A SERVICE USER'S ADDRESS

If a staff member attends an address and cannot speak to the occupant- Emergency services will want to know-

- Can you see the occupant inside the property, are they unconscious, unresponsive or unable to come to the door due to their condition?
- If you cannot see the occupant, based on your knowledge of their circumstances, history and condition, how certain are you they are in the premises?
 1. They are too ill to leave the premises.
 2. They have significant mobility issues and never go out.
 3. They have no dependents / support services to take them out and they could not leave the property independently.
 4. You are attending a prearranged appointment to provide care / support.
 5. Based on what you know, are you as sure as you can be that the person is inside? Do you fear for their immediate safety and an immediate entry MUST happen to protect life?

N.B. If you are unsure the patient is in the property and may have left the premises, unsupported or otherwise, police and ambulance may not attend.

if you believe that they are in address and in need of emergency medical attention, contact SWASFT.

ATTENDANCE OF OTHER EMERGENCY SERVICES

An ambulance 'emergency response' is defined as a response requiring management by SWASFT within 4 hours at a known and static location.

Fire and Rescue act allows entry to be forced where it helps to prevent people from death, injury or becoming ill.

The fire and rescue service will only attend if SWASFT are there to provide necessary medical intervention following entry.

STAFF / POLICE REPORTING PROCEDURE (INCIDENT MANAGEMENT)

Medium and low – threat, harm or risk

- Assault with no or minor injury
- Theft
- Minor criminal damage
- Threatening or abusive behaviour
- Harassment
- Racial abuse
- Historic sexual abuse

Does the victim want police to investigate this crime?

Yes

- Complete incident report.
- Photograph any injuries or damage, noting date and time taken.
- Inform line manager.
- Management will inform police who will in turn make contact with the victim.

No

- Complete Incident report.
- Photograph any injuries or damage, noting date and time taken.
- Consider the nature of offence and wishes of the victim prior to contacting the police
- Encourage the victim to report to the police as appropriate.

Immediate – threat, harm or risk

- Real and immediate risk of death
- Serious assault – broken bones, fractures, long lasting injuries
- Serious sexual offences – rape, any form of sexual penetration
- Any serious incident where immediate police attendance is required.

Ring 999 for police attendance and continue to call if incident escalates.

Staff should consider preserving the scene and take photographic evidence / draw sketch plan where possible.

Important notes

- **Real and immediate** - Actual risk (death/serious harm) which is happening or about to happen. A threat which is conditional or **may** arise in the future is not real and immediate
- Police require evidence to investigate crime. If you are a victim of a crime, you will be required to provide a statement about the incident. This statement will be taken by the police.
- When reporting to the police they require the following: your name, DOB, address, contact details, type of incident and where and when it occurred, and details of witness/es (name and contact details).
- Please inform your line manager of the incident.

Please refer to the Escalation Matrix if there is any doubt about who is the most appropriate lead agency to an incident