



Out of Hours Procedure

Date:

12th May 2025

Review date:

12th May 2026

Approved by:

Rob Grays – Chief Executive Officer

This guide outlines the procedures to follow during emergencies and incidents that occur while on shift, outside of Prospero's office business hours (8:30 AM – 5:30 PM, Monday to Friday).

Out-of-hours support may be required in various situations, including but not limited to:

- Incidents involving the Service User.
- Service User absconding.
- Injury to the Service User.
- Injury to other Temporary Workers or yourself.
- Medication errors.
- Safeguarding disclosures made by the Service User.

If you believe there is an immediate risk to the Service User or others, call 999 without delay and notify the out-of-hours team as soon as it is safe to do so.

For issues that do not pose an immediate risk but still need support:

- Contact the relevant professionals, including but not limited to:
 - Emergency Duty Team (EDT)
 - Prospero out-of-hours team
 - 111
 - 101
 - Social Work team
- Record all reference numbers, communication, actions taken, and decisions made – logged via the Prospero Portal / the Client's incident reporting process (where applicable).
- Keep relevant parties informed of developments.

Prospero out-of-hours numbers:

Bristol	0117 428 0066
Birmingham	0121 7269705
Cardiff	0292 010 4020 07584 901363 07392 087117
Leeds	0113 322 6663
London	0203 319 3619
Liverpool	0151 317 7040
Manchester	0161 470 0999
Newcastle	0191 250 8640