



Out of Hours Procedure

Date:

22nd May 2026

Review date:

22nd May 2027

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:

For **Prospero Teaching** and **Prospero CES**, please contact your Consultant directly.

For **Prospero Health & Social Care**, please see below.

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