

Social Care

Emergency Duty Team

Out of Hours Service

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Emergency Duty Team - Out of Hours Service

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Emergency Duty Team - Out of Hours Service

What is the Emergency Duty Team (EDT)?

The Emergency Duty Team (EDT) provides an out of hours response, on behalf of Worcestershire Social Care Services and Herefordshire Children's Services, to emergency situations that arise outside normal Social Care office hours.

What is an Emergency situation?

EDT defines this as 'a situation in which an adult or child is at risk of significant harm and which cannot wait until the next working day for an assessment of the risk and need of provision of services.'

What situations are treated as an emergency?

There are a number of situations in which the Emergency Duty Team will become involved to ensure the safety of an individual and the community. Examples of emergency situations are where:

- There are serious Child Protection and Welfare concerns.
- Urgent assistance and advice is required by families and/or carers.
- Older people are at risk.
- People with Learning or Physical Disabilities need assistance or are at risk.

Are there situations the Emergency Duty team cannot assist with?

EDT does not:

- Carry out emergency assessments under the Mental Health Act.
- Such referrals must be made to a GP or psychiatrist who will contact the Crisis Resolution and Home Treatment Team if appropriate.
- Have access to emergency accommodation for adults who claim to be homeless; such cases should be referred to the Emergency Housing Officer.
- Provide in-house secure accommodation for children and young people.
- Have access to emergency finance. EDT will refer to the Dept. of Work and Pensions Emergency Service.
- Undertake work that has been started by Social Care Area Teams during Social Care office hours.
- Provide an emergency service during Social Care office hours.

When should I call the Emergency Duty Team?

You should call the Emergency Duty Team only if someone's safety and/or welfare is at serious risk and the situation cannot wait until 9am on the next working day for assistance and/or support.

How do I contact EDT?

The EDT can be contacted on 01905 768020 or fax 01905 768023.

The service is available between:

4:30pm Friday - 9:00am Monday
5:00pm - 9:00am Monday to Thursday
and all Bank Holidays.

After 00:30 messages left on EDT voice bank activates an EDT social worker's pager.

How will my enquiry be dealt with?

Your call will be answered by an EDT social worker who will discuss your concerns with you. We will then decide whether the situation can be resolved by giving you information or advice or whether a telephone call or visit to the service user should be arranged.

Social work visits are undertaken by a Child Care or Adult Care standby social worker who will be contacted by the Emergency Duty Team social worker. On occasion, the EDT social worker will make the visit. The social worker will assess any risks to the service user in their immediate situation and recommend any necessary services.

We will make every effort to keep you informed about the outcome of your referral. Copies of all referrals, assessments, reports etc will be forwarded to the relevant Social Care Team by 10:00am on the following day.

What if I would like to make a comment, suggestion or a complaint about the service?

If you would like to comment on the service you can write to the:

Consumer Relations Officer
Worcestershire County Council
County Hall
Spetchley Road
Worcester
WR5 2NP

or Telephone: 01905 763763