

Title	COMFORT AND SAFETY CALL PROCEDURE			Number	CL57
Effective From:	23.10.17	Duration:	No end date	Review:	30.04.25
Author:	S Barnes			Version:	V2.0
Other Ref:					
Contacts:					

Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
23.10.17	Original version	
21.04.22	Reviewed, minor changes	FW

Comfort and Safety Call Process

There are occasions when there may be an expected or unexpected delay in either visiting or assessing a patient. A 'Comfort and safety call' is a courtesy call to a patient or patient representative to inform them of a potential delay in providing them with a service and ensure their safety. Our in-house System Aadastra allows call handling staff to log details of any comfort and safety calls made on Aadastra.

Reason for comfort & safety calls

1. Reassure the patient that they have not been forgotten
2. Check that the patient's condition has not worsened
3. To give the patient an ETA of when they will be visited or contacted by a clinician
4. Courtesy

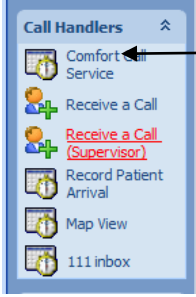
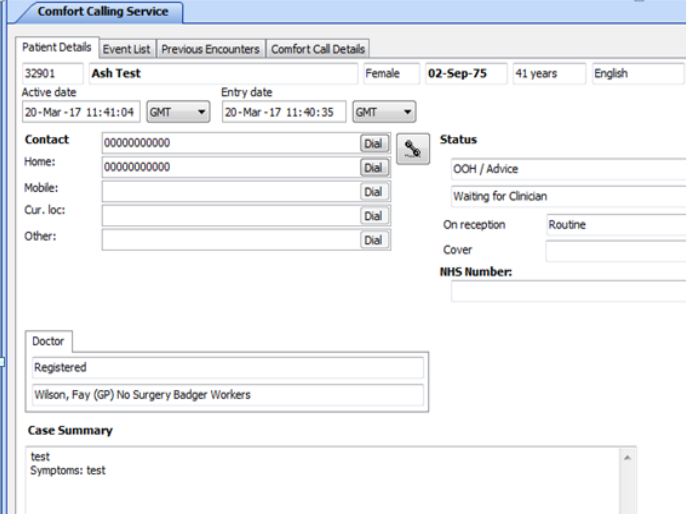
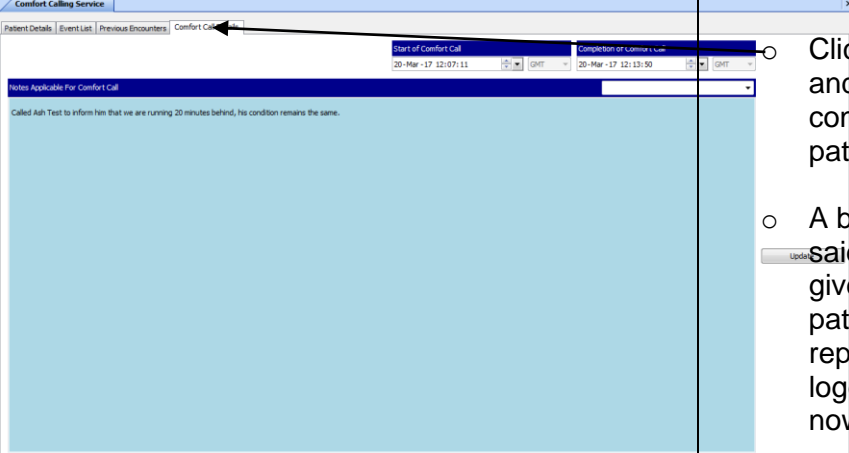

When should a comfort call be made?

Comfort calls should be made at least 5 minutes prior to a case breaching if you are aware that it is going to breach. In all cases no later than 5 minutes after the case priority time ends.

	<i>Earliest time to comfort call (if aware that a breach is going to take place)</i>
Urgent Assessment 20 minutes	15 minutes
Routine Assessment 60 minutes	55 minutes
Urgent Home Visit 120 minutes	115 minutes
Routine Home Visit 360 minutes	355 minutes

When a comfort and safety call is logged it can be seen in the events list on Aadastra.

How to log a Comfort Call on Adastra

Screenshot	Instruction
	<ul style="list-style-type: none"> ○ Click on Comfort Call Service
	<ul style="list-style-type: none"> ○ Contact the patient using the telephone numbers listed. ○ Inform the patient you are calling from Badger ○ Inform the patient that there is a delay and give the patient an estimated time of call back or visit ○ Check to find out if the patient's condition remains the same. ○ Inform caller that if their condition worsens they are to call us back
	<ul style="list-style-type: none"> ○ Click on Comfort Call Details and record details of the conversation had with the patient. ○ A brief description of anything said by yourself e.g. an ETA given or anything said by the patient or patient representative should also be logged e.g. the patient may now be sleeping.
	<ul style="list-style-type: none"> ○ Click on the update button and your notes will be stored