

<b>Owner:</b>		<b>Version No: V0.3.5</b>	<b>Doc &amp; page: Test of Change Rest Break Temporary SOP</b>	<b>Review arrangements:</b> November 2023
<b>Date of Release: 16/10/2023</b>		<b>Date Intranet Posting: 16/10/2023</b>	<b>Implementation</b>	<b>Approved by:</b> SAS Rest Break Programme Board
	<b>Equality &amp; Diversity Impact Assessment</b> - No adverse impact has been detected.			
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## Policy

The Service gives an absolute commitment to provide rest breaks to all staff to whom this agreement applies. The SOP will apply to all A&E operational vehicle crew staff within the Scottish Ambulance Service but will have no wider application to any other staff or workers employed by NHS Scotland, Scottish Health Boards, Special Health Boards or anyone covered by the NHS Terms and Conditions.

It is important that clinical decision making in the ACC is underpinned by sound clinical judgment in the dispatching of ambulances to emergency calls and the decision to ask a crew to respond from a rest break. It is vital that patient safety and crew safety and welfare are balanced in the decision making process.

This SOP looks to, organisationally, support Dispatchers within their decision making to balance operational colleague welfare and patient safety. To assist in this process, the following procedure should be followed:

## Procedure

To ensure an appropriate response is maintained to the most time critical patients and major incidents, all staff as listed above will be required to remain available throughout their shift for the following:

- All Coded ILT (Purple/Red)
- Major Incidents
- SORT PDAs (SORT Teams only)

Dispatchers within the Ambulance Control Centres will make every effort to allocate rest breaks at the earliest opportunity when rest period windows open. Crews will be returned to station as quickly as possible and should take the most direct route and will be required to comply with allocation of the rest breaks.

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### Before/During a Rest Period Window

- 15 minutes prior to a rest period window opening, a crew will no longer be allocated to Timed Admissions incidents in order to try and prioritise the opportunity for a rest period. **Where a crew is away** from their station they will instead be returned as soon as possible to rest. Additionally **where a crew are on station**, and in the 15 minutes prior to a rest period window opening the crew will have the opportunity to commence their rest period early.
- When returning to station for a rest period within the window, crews will remain available for all ILT, all Amber, and all Major Incidents however will no longer attend yellow emergency calls until the rest period is complete.
- On commencement of an allocated rest break, resources may only be deployed under the following criteria:
  - Major Incidents
  - All ILT (Purple/Red) calls.
  - MPDS coded Amber calls (e.g. excluding CSDA/APA) in the event of the following measures not being met;
    - A PRU or alternative resource is not available within a 25 minute response time.
    - Should there be no PRU or alternative resource available then the call will be passed to the Clinical Service Desk (CSD) and reviewed by a Clinician within the Clinical Hub. Following this clinical review if it is then deemed to be a time critical call (and there is no alternative resource available within 25 minutes) the crew will be deployed.
    - If it has not been possible for a Clinician to review the call within 5 minutes, the crew will then be deployed.

[illegible]

### After a Rest Period Window

- Should a crew go out with their **first rest period window**, or be disturbed from a rest period resulting in them being overdue, in addition to not attending yellow calls, crews will also **no longer be available** to attend any amber calls and will therefore only be available for all ILT (Purple and Red) and Major Incidents until the rest break has been completed at the crews base station.
- In addition to this, should a crew who are out with their first rest break window be allocated to an ILT (Purple and Red) incident; on completion of the incident they will be marked fully unavailable until completion of the missed or disturbed first rest break.

This additional level of protection will only be applied when a crew are out with their rest break window **and have not** had a rest break within their shift.

- Should a crew become overdue their **second rest period**, in addition to not attending yellow calls, crews will also no longer be available to attend amber calls which have been upgraded by Clinical Advisors (Clinical Service Desk Amber (CSDA) or Advanced Practitioners (Advanced Practitioner Amber (APA)). Crews will therefore only be available for all ILT, MPDS coded Amber calls and all Major Incidents until the rest break has been completed at the crew's base station.

An example of this procedure can be found in the diagram below:

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If a crew are split due to skill mix, the dispatcher and crew should come to an agreement on what shift code they will be using to book on (system accepts only 1 code) and the rest break window best suited to both parties.

Where a crew are booking on late due to lie in, fatigue or previous shift overrun, the dispatcher and crew should agree a shift code which reflects the shift now being worked and has an appropriate rest period window for the number of hours worked.

The agreed national Rest Break windows and durations are outlined in Table 1.

Shift Length	No of Breaks	Window	Period Entitlement	Period Lengths
08 Hour	1	3 <sup>rd</sup> & 5 <sup>th</sup> Hour	30	30

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