



**Sleep Scotland**  
**telephone sleep support**  
**service**

# Telephone sleep support service policy

## Policy statement

Sleep Scotland telephone service offers advice, information and support to families across Scotland. Sleep Scotland staff are committed to providing quality advice and information. All calls are confidential and in keeping with our confidentiality, dignity at work and other policies.

This policy should be read in conjunction with Sleep Scotland's policies on confidentiality, dealing with complaints, equal opportunities and child protection policies.

## Sleep support service

Our telephone support service is a confidential service which provides a tiered level of support.

How to contact us:

Children and young people aged 18 months to 18 years & living in Scotland and their parents and carers are able to access the service. In the first instance, they should make contact by emailing: [sleepsupport@sleepscotland.org](mailto:sleepsupport@sleepscotland.org)

Opening times                      Monday to Thursday, 10am to 4pm

## Sleep support service standards

What callers to our support service can expect

- We will be available to take your call any time during our opening times
- We will always try to answer your call but should you need to leave a message we will contact you within one working day
- We will explain the reasons why we ask for specific information so we can provide you with the best advice and information
- When we feel you require more specialised advice (e.g. when your child has an additional support need), we will relay your contact details to one of our "telephone sleep counsellors" who will be in touch within 7 working days
- We will ensure follow up calls are dealt within our agreed timescales
- We will follow up with an evaluation text 6-8 weeks after the initial advice or support has been given to check progress made
- We will not pass on your details unless this has been agreed with you
- Any complaints about our service will be dealt with by Sleep Scotland following our dealing with a complaint policy

## **Confidentiality**

Sleep Scotland take caller confidentiality very seriously and all staff are trained in this regard. Exceptions to this are detailed below and are only made where there is a potential risk to the caller or others and/or where required by law.

Confidentiality is between the caller and the individual staff member answering the call.

Objectives of the Confidentiality policy:

- To protect caller information
- To provide an environment where callers can speak freely knowing the information is kept private
- To ensure the protection of callers and staff
- To ensure our helpline adheres to the Data Protection Act
- To ensure staff understand and adhere to this policy

## **Exceptions when confidentiality may be broken**

Instances in which we would break confidentiality without consent are as follows:

- A caller is perceived as a serious risk to themselves or others by the staff member answering the call
- A caller is perceived as presenting a serious risk to others
- A call which seems to indicate abuse to a child or young person
- If we receive a court order to do so
- If we are instructed to by the police
- A caller threatens Sleep Scotland staff

In many cases listed above the most appropriate response would be to contact emergency services. Whenever possible a caller will be informed.

## **Record Keeping**

We do retain certain statistical information to enable us to report to our Funders and Board of Directors. Any information retained is held securely and destroyed as soon as it is no longer required in line with data protection policy.

## **Breaches of Confidentiality**

It is understood by all Sleep Scotland staff that any deliberate or reckless unauthorised disclosure of information will be dealt with via the Sleep Scotland disciplinary procedure.

## **Dealing with Complaints**

Sleep Scotland aim to provide services of a standard acceptable to everyone who contacts us for help, information or support. If we fail to do this we want to know about it. This enables us to deal appropriately with the specific complaint and helps us avoid it happening again.

All complaints are dealt with in line with our dealing with a complaint procedure

In the first instance, please email [sleepsupport@sleepscotland.org](mailto:sleepsupport@sleepscotland.org) to see if the problem can be resolved. Staff members will do what they can to put things right.

If you are not happy with the response and wish to make a formal complaint please do so in writing to: Sleep Scotland, 18G Liberton Brae, Edinburgh, EH16 6AE

## **Equal Opportunities**

Sleep Scotland is positively committed to opposing all direct and indirect discrimination in its provision of support to all callers. We will ensure that no potential or actual caller receives less favourable treatment on the grounds of race, gender, ethnic or national origins, sexual orientation, age, mental or physical ability/disability, marital status or religious/political belief.

## **Child Protection**

All children and young people without exception have the right to protection from abuse or danger. The purpose of the Sleep Scotland child protection policy is to ensure that appropriate action is taken when a young person up to the age of 18 suspected of either being abused or at risk from parents, guardians, carers, or other adults.

Sleep Scotland recognises that the safety and protection of children and young people is paramount and has priority over all other interests.

## **Dignity at work**

Sleep Scotland is committed to the wellbeing of all employees and volunteers and all families or professionals who contact us or use our services. There are a number of values which we uphold in all our work. They are as follows:

Dignity and Respect, Nurture, Compassion, Resilience, Collaboration, Humour and Reflective