

# NAME AND LOGO

## **Business Continuity Plan Template For Social Care**

This Plan is intended only as a guide to the areas that you may need to plan for and is by no means exhaustive.

Questions can be directed to: Emergency Management Team Surrey County Council  
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With thanks to NHS West Midlands

### Document Information

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#### **Scope of the plan**

This Plan applies to all services (including contracted services) within the remit of the residential care establishment.

#### **Aim of Plan**

The aim of this plan is to set out the procedures and strategies to be followed in the event of a business disruption affecting the ability of the Home to deliver services as usual.

#### **Distribution**

The plan will be made available to all staff, including subcontractors and main suppliers where necessary. A restricted version (not including confidential information such as staff personal contact details) can be made available to local responding organisations on request. A copy of the plan will also be kept off-site by the residential care establishment manager and located at \_\_\_\_\_.

A hard copy of this plan together with the residential care establishment's other emergency documentation will be kept in a folder located \_\_\_\_\_.

**PART 1: Business Impact Analysis: Identifies your requirements for continuing your key functions**

LIST **all** of the activities which you provide and then prioritise your critical activities (including staff). Once this is done, imagine that the normal provision of the activity has been disrupted – the cause is not important.

<b>PEOPLE</b>	Key staff key skills Expertise /competence required Minimum staffing levels required to continue /recover key functions
<b>PREMISES</b>	Key facilities Key equipment Key resources Specialist Equipment Security / restrictions Alternative sites Alternative facilities
<b>PROCESSES</b>	Key processes Critical periods Key IT systems / applications Key documentation / data Record keeping requirements Key communication requirements
<b>PROVIDERS</b>	Key dependencies (supply and receipt) Key suppliers Key contractors / service providers / suppliers Reciprocal arrangements in place with other organisations
<b>PROFILE</b>	Key stakeholders Legal / statutory / regulatory requirements Vulnerable groups

ASSESS whether the activity needs to be resumed in the timescales according to the priority classification table contained below:

1	Activity needing to be restored within 0-3 hours of disruption
2	Activity needing to be restored within 24 hours
3	Activity needing to be restored within 3 working days
4	Activity needing to be restored within 7 working days
5	Activity which can be restored progressively after 7 working days

LIST each Priority 1,2,3,4, and 5 activity. These priorities are not set in stone – they are an estimate and will need to be reviewed at the time of a disruption in respect of the nature of the disruption.

**Our Priority 1 Activities Are:**

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**Our Priority 2 Activities Are:**

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**Our Priority 3 Activities Are:**

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**Our Priority 4 Activities Are:**

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**Our Priority 5 Activities Are:**

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INSERT this prioritisation of services into your plan as appropriate.

## **PART 2: PLAN**

### **Accountability, roles of key staff, responsibility and authority**

#### **The Role of the Crisis Management Team**

The role of the crisis management team is to take strategic decisions involved in restoring ... business and to ensure that communication is maintained with key partners and the media to minimise any potential negative impact for ... . All activity is to be recorded in a Decision Log.

#### **The structure of the Crisis Management Team**

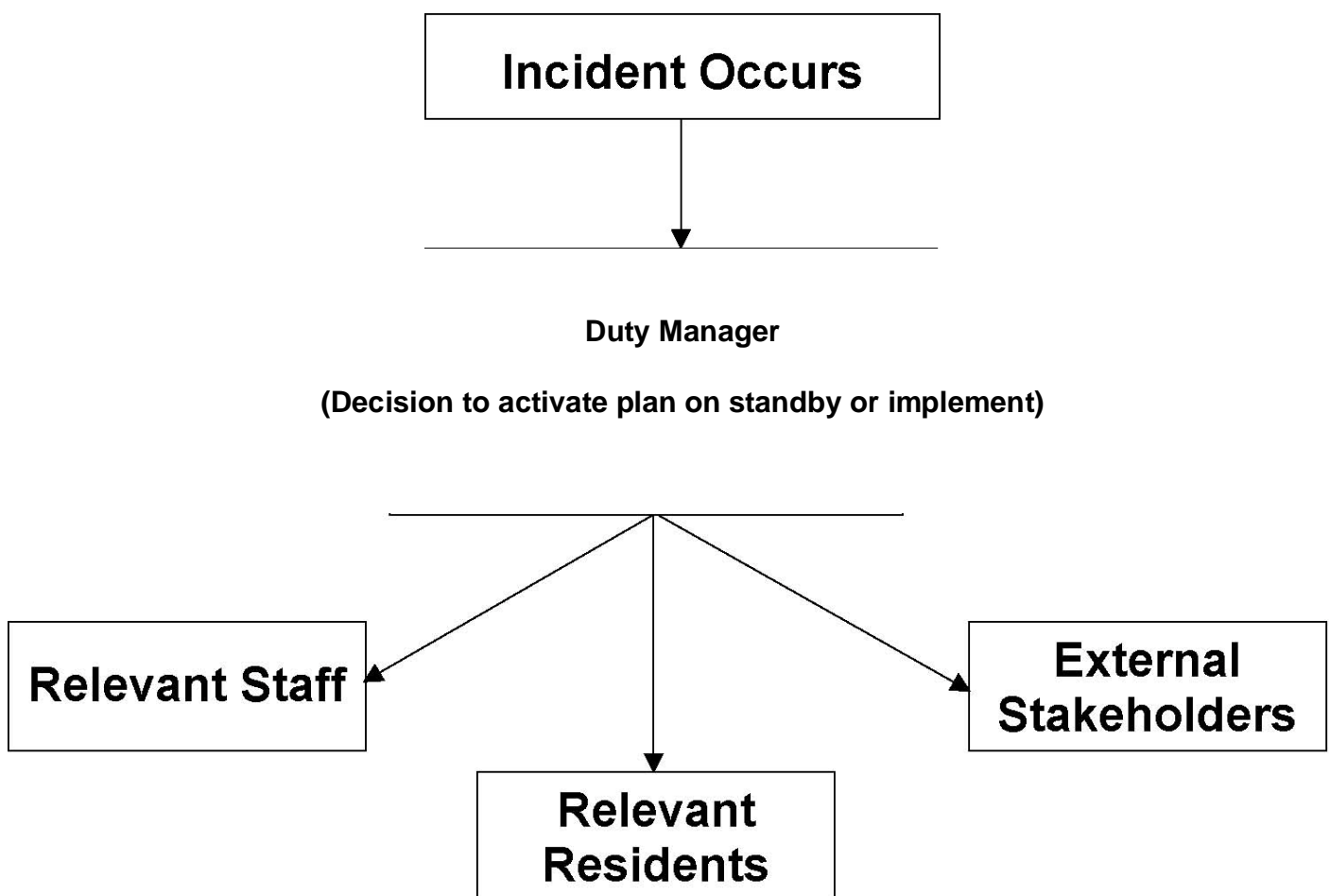
<b>Role</b>	<b>Designated Person</b>	<b>Deputy</b>

## **NOTIFICATION, INVOCATION, AND ESCALATION**

If an incident occurs during office hours the initial notification of an incident would be through ...

If an incident occurs outside office hours the initial notification of an incident would be through ...

Notification of staff can be undertaken using contact details held in this Plan according to the agreed cascade.



In any situation it is essential that the relevant Duty Manager is contacted as soon as possible.

## **Checklist for Incident Manager**

### **Actions for consideration**

- ❖ Locate copy of Business Continuity Plan
- ❖ Activate Business Continuity Plan
- ❖ Start Business Incident Log
- ❖ Obtain fullest details from callers and request further information as required
- ❖ Nominate a Business Interruption Support Officer(s)
- ❖ Brief owner/proprietor on situation
- ❖ Alert other relevant staff that Plan has been activated
- ❖ Assemble all relevant staff and assign tasks
- ❖ Ensure Service Impact Analysis is carried out
- ❖ Review Service Area Priorities in light of interruption and timing
- ❖ Activate relevant Response Strategies contained within this plan as appropriate
- ❖ Authorise all contingency expenditure as appropriate
- ❖ Continue regular briefings to staff (and media if appropriate)
- ❖ Establish recovery timetable
- ❖ Consider own domestic arrangements if situation escalates
- ❖ Consider shift working, rest periods and refreshments for all staff
- ❖ Collect and collate log sheets to prepare final report
- ❖ Provide Business Continuity Coordinator with copies of all reports
- ❖ Review arrangements in consultation with staff
- ❖ Thank all staff involved in response to business interruption
- ❖ Stand down
- ❖ Debrief

## **Checklist for Support Officers**

### **Actions for consideration**

- ❖ Locate copy of Business Continuity Plan
- ❖ Start Incident Log
- ❖ Obtain fullest details from callers and request further information as required
- ❖ Consider own domestic arrangements if situation escalates
- ❖ Prepare for and attend meetings as requested by Duty Manager
- ❖ Provide administrative support to Duty Manager
- ❖ Arrange procurement of agreed resources/services
- ❖ Maintain records of response expenditure
- ❖ Arrange coverage of personal work commitments
- ❖ Attend debrief with Service Area representatives to review
- ❖ Service Area's response and identify areas for improvement
- ❖ Supply copies of all business interruption log sheets to Duty Manager
- ❖ Review/revise arrangements in consultation with Duty Manager and other staff
- ❖ Contribute to final debrief





## **ANNEX: PLAN FOR SPECIFIC DISRUPTIONS**

### **ACCOMMODATION LOSS – LOSS OF RESIDENTIAL AREAS (BEDROOMS)**

INSERT Occupancy details. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any of your own that you believe may be useful.

#### **Occupancy details:**

At normal full occupancy the Home has \_\_\_\_\_ no of residents.

At normal full occupancy the Home has \_\_\_\_\_ no of beds

#### **If room-sharing arrangements were needed at the time of disruption:**

The Home could have a maximum \_\_\_\_\_no of residents

The Home could have a maximum \_\_\_\_\_no of beds

#### **Consider:**

- Room-sharing arrangements
- Adaptation of communal or office area as temporary bedrooms
- Provision of emergency beds (from store, voluntary agencies, Council, or commercial sources)
- Relocation of residents to 'sister' Residential Care Home
- Relocation of residents to other Residential Care Home for which mutual aid arrangements exist
- Relocation of residents to family or friends in the short term
- Relocation of residents to bed-and-breakfast/hotel facilities in short term
- Relocation of residents to hospital
- Relocation of residents to a Council Rest Centre in the first instance
- Contact Council for help
- Contact Primary Care Trust for help
- Ensure decision and event log is kept current
- Ensure families are kept current of situation

#### **In case of relocation ensure following is recorded:**

1. Names of facilities to receive the residents
2. Contacts at each facility who can ensure reception of residents
3. Means of transport of residents to designated receiving facilities
4. Names of residents transferred
5. Details of information transferred
6. Details of medication transferred

## ACCOMMODATION LOSS - LOSS OF NON-RESIDENTIAL AREAS

LIST the non-residential areas of the Home. Using the grid provided in the Plan, consider what feasible alternative accommodation arrangements could be made if any of the non-residential areas became inaccessible. SUMMARISE your options in the Plan.

The Home has the following non-residential areas:

- Reception Area
- Admin Office
- Communal Area
- Other?

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For each of the above areas consider what feasible alternative accommodation arrangements could be made if the normal work base was no longer available. Use the grid below to assist you.

ALTERNATIVE OPTION	Short term Up to 4 weeks	Medium term Up to 6 months	Long term Over 6 months
A: Are staff able to work from their home?	YES/NO	YES/NO	YES/NO
B: Are staff able to work from another part of the Home? <b>(please state options):</b>	YES/NO	YES/NO	YES/NO
C: Are staff able to work from the Premises of any Partner Organisations <b>(please state options)</b>	YES/NO	YES/NO	YES/NO
D: Are staff able to work from any other premises: <b>(please state options)</b>	YES/NO	YES/NO	YES/NO

## **CATERING DISRUPTION**

LIST all methods in which the Home provides catering to residents. LIST all of the Home's in-house kitchen equipment. LIST all kitchen equipment servicing arrangements. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

### **The Home provides food to residents by the following means:**

- ❖ In-house kitchen
- ❖ Outside caterers
- ❖ Combination of in-house kitchen and outside caterers
- ❖ Other? \_\_\_\_\_

### **The Home has the following in-house kitchen equipment:**

- ❖ Cooker(s)
- ❖ Microwave
- ❖ Fridge(s)
- ❖ Freezer(s)
- ❖ Other?

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### **Details of any kitchen equipment servicing arrangements:**

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### **In the event of disruption to normal catering supplies:**

- Establish length of time the kitchen will be out of action
- Consider serving cold food only
- Consider alternative suppliers
- Consider using Council Meals on Wheels Service
- Consider hiring a mobile kitchen
- Consider reciprocal agreements with nearby Care Homes
- Consider contacting Council and asking for activation of Crisis Purchasing Scheme
- Consider establishing a team of procurers who contact local suppliers/supermarkets and ask for assistance
- Ensure that normal hygiene standards are maintained
- Fat Fryer(s)
- Steamer(s)
- Serving Trolleys
- Dishwasher

## **COMMUNICATION CONSIDERATIONS**

LIST all of the Home's normal means of communication. CONSIDER strategies outlined in the section. DELETE any that are not appropriate to your establishment. ADD any that you believe may be useful. NOMINATE spokespersons for the Home and ENSURE they are aware of the 'Media Golden Rules.'

**The Home uses the following means of communication in normal circumstances:**

- ❖ Fax
  - ❖ Landline telephone
  - ❖ Mobile telephone
  - ❖ Notice boards
  - ❖ Public Address System
  - ❖ Public notice
  - ❖ Radios
  - ❖ SMS text messaging system
  - ❖ Word of mouth
  - ❖ Other?
- Specify: \_\_\_\_\_

**Consider the following during a disruption:**

- Provide residents with information about this contingency plan before a disruption as appropriate (e.g. an information leaflet)
- Use normal systems of communication to give residents information about the disruption and how it affects them
- Ensure residents are informed of when updates will be made available
- Appoint spokespersons to talk to the media
- Read "Media Golden Rules" guide below

## **MEDIA GOLDEN RULES**

This short guide is to assist Spokespersons of the Home where:

- They may find themselves caught in circumstances where failure to
- respond to immediate media demands may in itself have a negative
- impact;
- They have been nominated to speak to the media and needs to refresh their media handling skills

### **BUY TIME/BE PREPARED**

Never speak to the media without having prepared/gathered yourself/Let Press Officer do the talking  
Agree appropriate time slots for press to receive statements/interviews  
If an impromptu interview is requested seek advice from Care Home owner prior to interview  
Establish the type of issues the media want answered ahead of time so you can prepare suitably  
Speak with as much preparation completed as possible  
Prepare the key points you want to say and if the first question does not give you the opportunity to give that message, start with “before I answer that question, may I say ...”

### **REMEMBER**

Facts are key – assume nothing  
Avoid “no comment” responses – it suggests the worst  
Deception is fatal  
Doubts destroy confidence and fuel conjecture about dishonesty. Where appropriate a firm denial should be made  
Someone else may be telling the story without correct information and their version sets the mood  
People will feel privileged if told early enough and are trusted with the facts; they will feel disillusioned if they ‘discover’ the truth; they will become disaffected if their story differs from yours  
Answer everything  
Manage the control and flow of information  
Media priorities are people, environment, property and money – in that order

### **SHOW**

Concern – you care about what has happened  
Commitment – to find out what happened and put it right  
Control – of situation at most senior level

### **DO**

If you do know – tell them  
If you don’t know – tell them you don’t know  
Do not speculate – instead defer to the inquiry to follow  
Remember – you want the answers more than anyone else

### **DON'T**

Admit liability – refer to the need for the matter to be fully investigated

## **ELECTRICITY SUPPLY DISRUPTION**

LIST the systems and appliances that may be affected during a power failure.

INSERT details about the home as appropriate. DELETE any that are inappropriate.

**The systems and appliances that may be affected during a power failure are:**

- ❖ Alarm systems
- ❖ Diagnostic equipment
- ❖ Heating and air conditioning
- ❖ IT System
- ❖ Lighting
- ❖ Piped oxygen
- ❖ Refrigerators and freezers
- ❖ Telephones and fax machines
- ❖ Laundry
- ❖ Other

**Each of the above will require specific consideration and you should follow the relevant plan for that system.**

The electrical fuse box for this Residential Care Home is located at

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In the event of failure in the electricity supply, our supplier is

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Supplier Emergency contact number is \_\_\_\_\_

The name and contact details of an emergency electrician are

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Emergency torches and spare batteries are stored in \_\_\_\_\_

The Home has an emergency generator which covers the following areas:  
\_\_\_\_\_ for the following length of time:

The Home has an emergency generator situated at

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The generator serves the following areas of the Home:

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The generator provides backup electrical power for a period of:

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Emergency generators can be obtained from

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**Consider:**

In the event of a power failure, first check the trip switches in the fuse box. If this does not rectify the fault, contact the supplier and report the failure. For management purposes, ask if they are able to give an estimated length of time the power will be off for.

A decision should be made as to whether the Residential Care Home can be continued safely, or if relocation to an alternative site will be required to maintain the service.

**Also consider the following where appropriate:**

Immediately identify any residents that require oxygen concentrators or other life support equipment. Move the resident to areas supplied with emergency power (outlets marked with a red "X" on them).

Gather all flashlights and other needed supplies. Check on all residents to ensure their safety. Calm any residents experiencing distress.

Unplug the fax machine, and plug in the ***"Emergency Phone."***

**Clinical refrigerators**

If failure is for a significant period, and likely to be detrimental to the contents of refrigerators, these should be checked unless refrigerators are connected to UPS. To ensure maintenance at optimum temperature then relocate any temperature critical drugs to:

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Try to minimise the need to open the refrigerator whilst the power is off in order to try and maintain the internal temperature. The PCT can provide information on stability of medicines stored outside recommended temperatures for various periods.

**Computers**

During a Mains electrical failure switch off the computers to prevent damage from power surge when the power is restored. (This protection may already be built in to some parts of the system.)

**Diagnostic Equipment**

If such equipment is entirely dependent on mains electricity, consider the implications of not being able to provide this facility as part of your normal service. If equipment has internal re-chargeable batteries, ensure you know the length of time the equipment can be used between charging periods.

## **FLOOD DISRUPTION**

INSERT details about the home as appropriate. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

### **Internal flooding:**

Emergency plumber contact details:

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### **External Flooding:**

- Ensure that Flood Warnings are received from Environment Agency as a matter of course
- Ensure that Severe Weather Warnings are received from the Metrological Office as a matter of course
- Ensure that sandbags and other protective equipment are available to protect the Home

### **Where severe weather conditions are predicted, consider:**

- Place weather information on notice boards
- Have portable radio available. Make sure extra batteries are available.
- Be prepared for possible isolation at the Home
- Make sure all emergency equipment and supplies are on hand, or can be readily obtained.
- Make sure emergency food supplies and equipment are on hand.
- Make sure emergency supply of water is available.
- Make sure emergency power supply is operable.
- Make sure heating system is operable.
- Have extra blankets available and keep residents as warm as possible.
- Keep flashlights handy and extra batteries available.
- Staff should only travel when necessary, and only travel assigned routes.

## **WATER SUPPLY DISRUPTION**

INSERT details about the home as appropriate. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

**The mains water supply shut off valve within the Home is located:**

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**The mains water stopcock external to the Home is located:**

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**The water supplier and their emergency contact details are:**

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**In the event that water supply fails assess the impact on the premises.**

**Consider:**

- Toilets
- Hand Hygiene
- Drinking water
- Heating systems
- Reconstitution of medicines, e.g. Antibiotics

### **Toilets**

If toilets are likely to be unavailable for a significant length of time arrange for alternative options, including access to facilities within the neighbourhood or arranging for the hire of portaloos.

**Name and contact number of hire company is:**

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### **Hand Hygiene**

Ensure that alternative hand cleansing materials are available e.g. Hand gels that don't require water.

### **Drinking Water**

The Home has a store of bottled drinking water located at:

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**The person responsible for monitoring the expiry dates and replenishing stock is:**

**Consider the following:**

Determine the cause for water disruption and the probable length of shut down.

Use disposable dishes and utensils.

If necessary, water will be brought in and dispensed as needed. This water supply is only for necessary circumstances, and should be used sparingly.

Seek advice from the water company/ Health Protection Unit as necessary.

**GAS SUPPLY FAILURE**

INSERT details about the home as appropriate. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

**The gas shut off valve(s) for the Home is/are located:**

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**The contact details of the gas supplier are:**

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**Consider the following;**

In case of smell of natural gas, open a window near the source and put out any naked flames

Evacuate the Home

Do not turn any electrical switches on

Call the emergency gas number from outside the building

**HEATING LOSS**

INSERT details about the home as appropriate. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

If heating loss occurs, assess the effect of the failure related to time of year and general overall temperatures, including forecast temperature.

Contact the following heating engineer:

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Assess the risk to residents and staff required to work in such conditions.

**Details of the boiler servicing contract:**

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**Consider the following actions:**

- ❖ Move residents to warmer areas of building
- ❖ Advise residents and staff to put on additional layers of clothing
- ❖ Provide additional blankets/bedding
- ❖ Ensure regular hot drinks are available
- ❖ Take steps to minimize heat loss from building
- ❖ Provide mobile heaters

**Heat & Humidity Disruption**

**In the event of a Heat wave, or unusual humidity:**

**Refer to the current Heatwave Plan**

**DATA/INFORMATION LOSS**

LIST the vital paper records which are not available electronically, along with their location. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

**The Home has the following IT equipment:**

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**Essential software (e.g. Microsoft Office):**

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**The Home has a backup server located at:**

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**Backup tapes are stored at:**

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- ❖ Should the IT system or any stand alone computer fail, the staff will change to a paper backup system to capture important data so this can be recorded onto the electronic system retrospectively.
- ❖ Think of all the data that you input, where there is a need to capture this information while the system is unavailable, produce a template and have these available in a designated place.
- ❖ Templates for recording information when the system is unavailable are located at:

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**In event of computer or software theft, the Home will contact: (systems provider Helpline number and hardware supplier)**

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**Vital paper records, not available electronically, are located at:**

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**Consider the following:**

- ❖ Making copies of records
- ❖ Storing tapes and disks in insulated containers
- ❖ Storing data off-site
- ❖ Backing up systems handled by service bureaus (e.g. payroll)

## **LAUNDRY**

LIST details of the laundry servicing contract. CONSIDER strategies outlined in the section. DELETE any that are not appropriate. ADD any that you believe may be useful.

### **Details of the laundry servicing contract:**

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### **Consider the following:**

- ❖ Have sufficient supplies of clean linen for at least three days
- ❖ Keep an emergency stock of disposable sheets and pillow cases
- ❖ Take the laundry to a launderette
- ❖ Send laundry to commercial launderette
- ❖ Send laundry to sister homes
- ❖ Storage of infected laundry



## **ANNEX**

### **ADDITIONAL CONSIDERATIONS TO MAXIMISE RESILIENCE**

#### **Building and Site Maps –**

CONSIDER the following list of building and site maps which may be useful during a disruption:

- Alarm pull stations, panel and enunciators
  - Designated escape routes
  - Electrical main distribution panel
  - Electrical sub-panels
  - Exits
  - Fire extinguishers
  - Fire suppression systems (kitchen, other)
  - Floor plans
  - Gas lines
  - Gas main valves
  - Hazardous materials (including cleaning, laundry and chemicals)
  - High-value items
  - Location of each building (map)
  - Restricted areas
  - Sewer lines
  - Sprinkler system shut off and connections
  - Stairways
  - Storm drains
  - Utility shutoffs
  - Water hydrants
  - Water lines
  - Water main valves
  - Other?
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DELETE any that are not appropriate. ADD any that are not listed. STATE THE LOCATION(s) of where these plans and maps are located. INSERT the list into Part one of the Plan.



# Incident Report

<b>Person that sent report:</b>		<b>Confirmed/Unconfirmed:</b>
<b>Report Date:</b>	<b>Report No:</b>	<b>Report Time:</b>
EVENT DETAIL		REMARKS
<b>Description of event</b> (Including location & time)		
<b>Impact</b>		
<b>HR Any injuries</b> (Including hospitalisation)		
<b>Action taken</b>		
<b>Action needed, priorities</b>		
<b>Who has been notified</b>		
<b>Communication needed</b>		
<b>Estimate of time to recover</b>		
<b>Other relevant information</b> (e.g. Press and legal)		
<b>Next report expected?</b>		