

TD Homecare Services Ltd

3 Whittingham Place, The Avenue
Freshwater, Isle of Wight, PO40 9UR

Business Continuity Plan

Policy Statement

The Service aims to provide a consistent and reliable service during times when the usual arrangements will be affected. This policy covers:

- Freak or extreme weather conditions
- Pandemics or epidemic outbreaks
- Emergency and out of hours arrangements
- Other arrangements

Freak and Extreme Weather Conditions

The following are measures that will be set in place in freak or extreme weather conditions (this particularly applies to domiciliary care provision):

- Wherever possible, Staff will be recruited who reside in areas where Service Users also live
- Staff will be recruited who have a use of a vehicle and mileage payments and expenses will be made to ensure they can travel to isolated calls
- Cabs and taxis will be paid for to ensure Staff can travel safely and reliably in extreme circumstances.
- Care Workers will aim to work in twos especially in the evenings and when there are poor weather conditions.
- When Service Users live in isolated places (with their permission) an emergency contingency plan will be produced by requesting assistance from family, neighbours or volunteers who would be willing to help in an emergency.
- The emergency plans will be updated annually to ensure they are up to date.
- Liaise with Local Authority Departments and obtain guidance, information and support
- Liaise with Voluntary Groups to obtain guidance, information and support.

Pandemics & Epidemics Of 'Flu' And Outbreaks Of Viral Infection

Influenza is popularly known as 'flu'. Flu is a viral infection spread by contaminated droplets that are coughed or sneezed out by sufferers. It is highly infectious to those who are susceptible and spreads through closed communities and the general population and tends to occur in epidemics during winter. Each year it causes a significant number of deaths especially among the elderly and those who have poor health.

Most people who are over the age of 65 are offered an annual 'flu jab' but unfortunately, they are not totally effective since the flu virus constantly changes and becomes resistant. This means that it would be more serious than ordinary flu because few people would have any immunity to it. It is for this reason that epidemics affecting whole continents (pandemics) occur.

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The service seeks to ensure that there are arrangements in place to maintain the service in the event of an epidemic or pandemic.

Management will assess on an annual basis whether there is a need to train and develop existing staff to undertake critical roles to ensure continuity of the service. The following measures will be assessed:

- Staff rotas
- Out of hours emergency cover
- Ordering supplies
- Dealing with payroll and banks
- Update next of kin, GP and any other details needed in an emergency
- Update voluntary group details
- Monitor guidance by the DoH
- Maintain the Local Authority guidance on flu pandemic procedure

In the event of a Flu Pandemic or Epidemic

- Contact family members of Service Users to establish if there is assistance if required to carry out essential caring tasks
- Maintain a list of Staff who have recovered from flu and who can carry out duties for people who have the virus
- Recruit volunteer drivers if public transport is affected
- Order personal protective clothing from suppliers in extra quantities
- Including face masks, sanitisers, disposable gloves and aprons.

Advice to People who have the Flu

- Seek medical advice
- Government message 'Catch it', 'Bin it' and 'Kill it' to be re-enforced
- Nominate a flu friend
- Stay at home until well

Emergency and Out Of Hours Cover

The service has a Staff and on call structure to manage the out of hours and emergency cover.

Other Arrangements

In common with all community services, the service will endeavour to provide a reliable and consistent care service in any given circumstance.