


BUSINESS CONTINGENCY AND EMERGENCY PLANNING

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This document will help the staff and managers meet their statutory responsibilities of:



The Health and Safety at Work Act 1974



The Management of Health and Safety at Work Regulations 1999

In particular:



Regulation 8 (1) – Every employer shall

- a. *Establish appropriate procedures to be followed in the event of serious and imminent danger to persons at work.*
- b. *Nominate competent persons to implement those procedures in relation to evacuation of the premises.*



Regulation 10 (1) – Every employer shall provide employees with comprehensible and relevant information on:

- a. *The risks to their health and safety*
- b. *The preventative and protective measures in place*
- c. *The procedures and measures referred to in Regulation 8(1)*

And for Patients / Residents, compliance with:



The Care Act 2014



The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 15

1. Policy Statement

This organisation is aware of its responsibilities in respect of delivery of its commissioned services. This policy sets out the contingency arrangements that can be initiated when an unplanned event arises that is either critical, or of an emergency nature or force majeure situation.

2. The Policy

This policy aims to enable service delivery to take place even in unplanned situations. Working with multi-agency partners, this organisation would seek to ensure the following measures were in place to minimise any disruption to planned services and to co-operate in any way possible to assist in any force majeure situation which may arise.

3. Planning for and Dealing with Emergencies

a) **Scope:** This document describes specific responsibilities in planning how to deal with emergencies and actions to be taken in emergencies.

b) **Principles:**



The safety of Residents, Visitors and Staff is of paramount importance.



No one should put themselves or others at additional risk when responding to an emergency situation.



The successful handling of emergencies is related to the meticulous emergency planning and the practice of using the plan.

4. Procedures

The following sets out how this organisation would seek to minimise the impact of unplanned situations:

a) Utilities Failure

Occasionally, utilities failure may occur in the establishment. This organisation would be able

to access alternative supplies of mobile equipment and water to enable the resident to be cared for in terms of personal care, warmth and nutritional needs. The following emergency numbers will be called when there is a failure such as:

- i. **Gas: 0800 111 999**
- ii. **Electricity: 0800 7 838 866**
- iii. **Water: 0333 000 0365**

This organisation would keep in contact with the families of the residents, the utility agency (to keep up to date \ with developments and, where a large section of the community was affected, the relevant statutory agencies (e.g. police, social services) and the emergency civil planning department of the council, where necessary. A statutory notification must be sent to Care Quality Commission (CQC) if the situation was expected to last more than 24 hours.

b) Adverse Weather / Winter Planning

Such situations would require the rescheduling of shifts, as staff may not be able to get into work or get home at the end of shifts. Facilities would be made available if staff could not get home due to adverse weather conditions. All residents and families would be given information and advice as the situation develops. A statutory notification must be sent to the CQC if the adverse weather was likely to last more than 24 hours

c) Pandemic Management

- i. A pandemic is recognised as one of the highest risks faced by the Health and Social Care sector. Public Health England now has responsibility to protect the public's health from such an outbreak and to provide guidance to organisations where the impact of such a pandemic could be catastrophic.
- ii. They regularly publish Preparedness Strategies, Response plans etc in the event of such a situation.
- iii. The five phases of detection, assessment, treatment, escalation and recovery are monitored, appropriate data collected, the route of the pandemic tracked and advice and guidance issued, as appropriate.
- iv. Staffing is the biggest issue for continuity of service to be ongoing and when necessary, statutory notifications should be completed in order to assist with the planning required for cover.
- v. All Local Authorities have an Emergency Civil Plan (ECP) which is filed behind this PP which is activated when certain criteria are met. A multi-agency approach is in place via the health authority and Public Health England and the organisation will follow all available advice and guidance in managing any pandemic or similar situation. Staff will be advised as to their actions via the office.

d) Force Majeure Situations

In the event of a *force majeure* (e.g. major flooding, fuel shortages, road closures, winter conditions) the organisation would take advice from and co-operate in any way possible with the Civil Emergency Team and the statutory agencies involved. This could include:



Emergency Centres being utilised



Evacuation procedures



Staff secondment to assist



Assisting other providers with available beds.

We are aware of winter plans from our local authority and the NHS, and would seek appropriate advice immediately in order to manage the situation effectively.

A statutory notification must be sent to CQC if the imminent threat was expected to last more than 24 hours

e) Physical Damage

- i. If physical damage occurred at the establishment that had a detrimental effect on the care provided to the resident(s), wherever possible those affected would be moved to different rooms while repairs were made.
- ii. If the damage was large enough to affect the overall care of the residents then alternative accommodation would need to be found.
- iii. This organisation would involve and update the residents regularly, work in close

liaison with the local authority, resident's families and any other appropriate service to facilitate a smooth transition of care.

- iv. If immediate evacuation had to be made then this organisation has an arrangement with a local care establishment where the residents could go for immediate short term stay (this does not include an overnight stay)
- v. A notification will be sent to CQC in the event of physical damage to the property having or likely to have a detrimental effect on the care provided to the residents.

f) Safety Device Malfunction.

This organisation recognises the importance of the efficient operation of safety devices and equipment in the establishment. It has a contract with various service professionals to ensure that if any fail there will be immediate response from the suppliers should they fail.

DIVICE / EQUIPMENT	ADDITIONAL COMMENTS	COMPANY AND CONTACT NAME	CONTACT TELEPHONE NUMBER
Lift	Staff should call the Facilities and Emergency Planning first, who is available also in out of office hours, Paul on: 077 42 548 702	East Sussex Lifts	During office hours: 01376 321 267 Emergency: 07980 278 347, Stuart 0777 91 25 771, Alex
Hoist	Staff should call the Facilities and Emergency Planning first, who is available also in out of office hours, Paul on: 077 42 548 702	Southern Mobility	01323 645 067
Fire alarm system	Staff should call the Facilities and Emergency Planning first, who is available also in out of office hours, Paul on: 077 42 548 702	Southern Alarm Systems	01323 899 634 Emergency: 079 60 804 639
Fire alarm monitoring centre	Pass word: BNH 64 25 99	Southern monitoring services	0844 871 222 3
Call bell system	Staff should call the Facilities and Emergency Planning first, who is available also in out of office hours, Paul on: 077 42 548 702	Courney - Thorne	0800 068 7419, press option 2 for technical
Telephone system	If necessary, staff should use their personal mobile phone and they will be reimbursed for the call later by the company	BT	0800 800 150

If any of these services cannot be repaired within 24 hours then an action plan will be implemented to ensure the safeguarding of residents. The plan of action will be implemented immediately. The organisation will involve and update the residents regularly, work in close liaison with the residents' families and any other appropriate service to ensure a continued safe service. If the failure or malfunction has lasted for longer than a continuous period of 24 hours a statutory notification must be sent to CQC

- g) Emergency Plan Contacts:** The Manager should ensure that the Emergency Plan is maintained and describes the action to be taken in an emergency. A copy of the Emergency Plan should be kept in the Nurses' Office. Additional copies of the Emergency Plan are Kept (hard copies as well as digital):



In the Staff Room



Manager's office







In the entrance lobby of the home, at the end of the visitors' log book



At the Home of The Manager, The facilities and emergency planning Manager and Deputy

Managers

h) The Emergency Plan Co-ordinators for this site are:

-  The Manager
-  The facilities and emergency planning manager
-  The Deputy Manager
-  The Office Manager

i) The Emergency Plan should be reviewed at least annually and updated and amended as necessary or sooner if necessary.

j) All staff members should be fully aware of the Emergency Plan and should inform their line manager of any suggested improvements. These should be entered on the suggestion sheet (*at the end*).

k) Emergency Plan Contacts

Name of Home: Bendigo Nursing Home

Tel. No: 01323 64 25 99 (2 lines)

Fax No: 01323 431 080

Emergency Contacts:

Manager: Mariana Philipova Tel: 0777 333 6281

Deputy Manager: Rey Quin Tel: 07533 174 505

Facilities and Emergency Planning Manager: Tel: 077 42 548 702






Company Secretary: Z. Karmali Tel: 07971 852 133

Admin Assistant: Betina Naneva Tel: 079 83 917 595

l) Emergency Contact Numbers:

Fire / Police / Ambulance	Tel No: 999
Local Primary Care Trust: Eastbourne, Hailsham and Seaford Clinical Commissioning Group	Tel: 01273 485300
GP's: Various – Details in Resident's Care Plans Princes Park Health Centre Seaside Medical Practice Arlington Road Surgery Bolton Road Surgery Grove Road Surgery College Road Surgery Enys Road Surgery Park Practice	Tel: 01323 744644 Tel: 01323 725667 Tel: 01323 727531 Tel: 01323 730537 Tel: 01323 720606 Tel: 01323 735044 Tel: 01323 410088 Tel: 01323 507373
Out of Hours Emergency Number:	Tel: 111
Pharmacist: Lloyds Pharmacy	Tel: 01323 482 474
Maintenance: Paul	077 42 548 702
Glazier: Threeways Glass Out of Hours Emergency Number: Adams Glass & Emergency Glazier Company	Tel: 01323 646966 Tel: 0800 581 500








m) **Remember** (when responding to emergency call from the home)

-  Once an emergency call has been received it must be responded to immediately.
-  Always keep calm, be reassuring and use your skill, knowledge and training to deal with the situation in a professional manner.
-  At no time do you have to put yourself at risk.
-  Once you have dealt with the emergency, you must find a suitable cut-off point as once a Patients' family or other agencies take over, your role is complete.
-  **Never**, however, rush as you should always put the welfare of service users first


n) **Location of Main Services & Equipment**

1	Gas	Main Valve: outside the laundry room, on the right
2	Gas Meters	Main Valve: outside the laundry room, on the right
3	Water Supplier: South East Water	Main Stopcock: in the hairdressing salon, underneath the shelves for the towels, open the door Emergency No: 0333 000 0365
4	Water Meters	Location: on the street, front of the drive
6	Electric Meter main switch	Location: lower ground floor, in the food storage room
9	Heating Engineer Chris Jordan	Tel: Tel: 01435 868361 / 07836 682 603
10	Supply of Cleaning Materials Location:	On the lower ground floor, cupboard under the back stairwell

o) Fire Emergency:

-  If the fire alarm sounds, check on the display (ground floor, by the entrance door, if the it is a system fault or not, if not follow the day or night (whichever is appropriate), procedure which is in the nurses' office on the wall and in front of the staff room
-  Make sure that staff knows the full postal address of the home so they can tell the fire service when dial 999:
Bendigo Nursing Home
22 Arundel Road
Eastbourne
BN21 2EL
Tel: 01323 64 25 99
-  Make sure that staff say the it is a registered nursing home for 15 older people with physical disabilities and dementia
-  Do not hung up until told by the operator to do so
-  Call the manager
-  On arrival of the fire service men give them the visitors log book from the entrance and show them at the back of it the home's floor layout drawings and summary of residents' fire risk assessment
-  **Most importantly remain calm!**

p) Electrical Power Failure

 Section Power Failure

If the power fails to a room, the maintenance operative should try to reset the circuit breakers in the electrical Distribution Board.

If the fault remains, contact the approved electrical engineer identified on the list of maintenance services for the home.

Some judgement will be required as to what warrants an “emergency call-out” as some electrical failures can wait until the next working day.

Where service user or staff welfare may be compromised, the Staff Member in Charge should contact the electrical engineer for immediate attendance.

The Staff Member in Charge should state the nature of fault to the electrical contractor and request their attendance. This may require the completion of a purchase order (or similar).



Total Power Failure

If the power fails to the whole building, the Staff Member in Charge should try to ascertain if the failure is solely confined to the building or, does it affect the wider neighbourhood, by contacting the Electricity Supplier on Tel: **0800 7 838 866**

If the fault lies within the building, and the power cannot be reset, the Staff Member in Charge should inform the Electricity Supplier at the number above for immediate electrical repairs. The Staff Member in Charge should inform the Manager without delay, who should, in turn. The Staff Member in Charge should reassure service users and continue with their duties in a calm manner.

The building has internal, independently powered, emergency lighting which should automatically take effect when power fails. This will provide some working light in corridors and lounges. At least one torch should be kept in each of the offices with a further supply of torches in the nurses’ office, in case of emergency.

q) Water Leakage

Stopcock Location In the hairdresser salon

Refer to location of Main Services and Equipment Sheet.

Water Leakage: the main stopcock should be shut and call the maintenance person.

If flooding occurs to a large area of the building, the Staff Member in Charge should contact:

- a. The approved Plumbing or Heating Engineer
- b. Fire Service to pump water away (if appropriate)
- c. The Manager
- d. Off duty staff to come to the Home
- f. Deputy Managers

The Staff Member in Charge might need to inform the Police and Ambulance Services if appropriate.

Staff should reassure service users and prepare to evacuate the building if required.

For all out of hours calls relating to Water extraction, de-humidifying and drying due to flooding contact the local “Plant Hire” suppliers:

HSS Hire Shop: Tel: 01323 410057 for assistance.

r) Gas Leakage

Gas Turn-off Points (*refer to location of Main Services and Equipment Sheet*). The gas supply can be turned off by turning the lever in a clockwise direction. **Note:** Seek advice from British Gas as to appropriate turn-off point.

All staff must report any incidents of gas leakage (or suspected gas leaks) to the Staff Member in Charge. Staff should reassure service users and prepare to evacuate the building in the event of a gas leakage. The Staff Member in Charge Should contact:

Gas Emergency Service Emergency Tel: 0800 111 999

The Staff Member in Charge should liaise with the Gas Engineer and assess the situation concerning whether it may be necessary to consider evacuation of the building.

The Staff Member in Charge should contact:

- a. The approved Plumbing or Heating Engineer
- b. Fire Service to provide safety cover
- c. The Registered Manager
- d. Off duty staff to come to the Home (if appropriate)
- e. Deputy Managers (if appropriate)

s) Lift Failure




Lift failure with No Occupants: If the lift fails with no occupants inside, staff / service users should inform the Staff Member in Charge. The Staff Member in Charge should display an ‘Out of Order’ notice on each lift door on every landing.

The Staff Member in Charge should contact the maintenance person and the Lift Service



Engineer: **Lift Service Engineers Name: East Sussex Lifts: Tel No: 01376 321 267; Emergency Calls outside office hours: Tel No. 07980 278 347**


Specific Call Out Details: The Staff Member in Charge should liaise with the Lift Service Engineer. The Service Engineer completes a maintenance form, a copy of which is kept in the Maintenance File in the Office.



 **Lift failure with Occupants:** If the lift fails with occupants inside, Staff / Service Users should inform the Staff Member in Charge. The Staff Member in Charge should notify the Fire Service and organise / liaise with them for the manual lowering of the lift. **Note: On no account should Staff attempt to lower the lift unless they have attended and completed a recognised training session with the lift service company, and are competent to carry out the procedure.**

t) **Temporary Loss of Heating**



In the event of losing the heating, identify if the problem is:

-  Home based or
-  Externally based

 **If the fault appears to be only with your building Report the fault to:**

- Heating Engineers – request immediate attendance
- Registered Manager / Deputy Manager
 -  When the contractor has inspected the Boiler Plant / Electric Intake Room, the contractor should provide clear feedback as to what the problem is and how long it will take to effect a repair and restore the heating.
 -  If the general temperature in the building is likely to drop below 18°C for less than 4 hours approx. you must:
 - Inform staff / service users / visitors of the interruption to the heating supply
 - A stock of electric fan heaters are available, and are located in the loft, behind room 28
 - Ensure residents are kept warm with blankets and clothing, there extra blankets in the cupboard on each floor and in the laundry room
 - Contact local hire shops to arrange alternative heating in communal areas if required
 - **If out of hours call: Chris Jordan: Tel: 01435 868361 / 07836 682 603**


 **If the fault appears to be externally based the fault should be reported to:**


- a. British Gas (or other commercial gas supplier)
 - b. Heating Engineer – see Contractors list
 - c. The Registered Manager
 - e. Deputy Manager
-  If the heating loss is expected to be for a period exceeding 4 hours and / or with temperatures expected to drop below 18°C, the manager must consider whether the evacuation procedure is appropriate, or what alternative measures are required to ensure that adequate heating can be arranged.
 -  The manager should consider making provision of:
 - Hot water bottles
 - Foot warmers
 - Electric Blankets
 - Spare blankets / duvets
 - Spare heaters
 - Convector heaters




Contact Telephone Numbers:

Heating Engineer: Chris Jordan	01435 868361 / 07836 682 603
British Gas	105
Gas Supply Company: Gazprom	0800 111 999
Local Plant Hire Supplier: HSS Hire Shop	01323 410057
Water Supplier: South East Water	0333 000 0365

u) Accidents








 **Minor Accidents:** Staff should report to the Staff Member in Charge any minor accident which occurs to any member of Staff or service user group. The Staff Member in Charge or should assess the severity of the accident and if appropriate administer First Aid Treatment. The Staff Member in Charge should record the details of the accident in the Accident Book and make an appropriate entry in the care/daily notes.

 **Major Accidents:** In cases involving a serious accident e.g.: airway obstruction, fractures, laceration and haemorrhage, the member of Staff present should ring the **Ambulance for immediate assistance by dialling 999**. A member of staff should remain with the injured person (if at all possible) until assistance arrives or appropriate First Aid can be administered. Assistance may be summoned by activating the “Nurse Call” alarm in the vicinity. The Nurse in Charge should give as much information to the Ambulance Service and state the circumstances of the accident as far as they are known. **Note: State clearly the address and telephone number of the Home and listen carefully to any instructions which may be given by the Ambulance Service. The full address of this Home is: Bendigo Nursing Home, Eastbourne East Sussex, BN21 2EL, Tel: 01323 64 25 99.** The full address and phone number is on the back of each telephone handset.

-  The Nurse in Charge should record the details of the accident in the Accident Book and also in the care/daily notes. It may be appropriate for the Nurse in Charge to make a record in other places such as the Care Plan, Communication Book, Handover Book etc.
-  Nothing in these instructions should be seen as detracting from any statutory duty that the manager or Company may have to notify the relevant authorities in the event of an accident.
 - The Manager must inform the HSE in the event of any accident or event which is reportable under the RIDDOR Regulations.
 - The Manager must inform the Regulatory body (CQC, HSE etc.) of any event which requires notification as prescribed in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 or associated regulatory standards.
-  The Nurse in Charge should also inform the Home Manager, who will notify relevant organisational personnel.

v) Evacuation Of The Building

This building has been carefully maintained and managed to the highest standards and specifications. However, incidents, accidents and emergencies do arise.

-  In an emergency the first priority is to protect the health, safety and welfare of service users and Staff.
-  In an emergency, fire, flooding and so on, assess the situation and call the emergency services, if necessary, as soon as possible. Once the emergency services are on site, make contact with the senior officer representative present.
-  Remember, our service users are considered to be vulnerable adults so, any decision which may lead to consideration of evacuation, should not be taken lightly as remaining inside the building is usually considered safer than outside, particularly at night and in winter.
-  A decision to evacuate or partially evacuate is likely to be taken on the advice of the emergency services representative when they arrive.
-  Consider all options around moving service users within the building before evacuation, providing service users and others are not put at risk within the building.
-  Do not speak with any representative of the media, including local newspapers, national newspapers, radio or television. You should refer any responses to them by stating that: “No Comment”. The Home Media contact is: Mariana Philipova: 0777 333b6281.
-  **Temporary Accommodation:** Wherever possible, in the event of an evacuation of the building, service users should be transferred to another Nursing Home in the local area or region. Infirm, confused or frail service users should be prioritised for transfer. Local arrangements for transfer have been made with the following:

Sovereign Lodge	2 Carew Road, Eastbourne, East Sussex, BN21 2DW	Tel: 01323 41 22 85
Palm Court	17 – 19 Prideaux Road, Eastbourne, East Sussex, BN21 2ND	Tel: 01323 72 191 1
Devonshire Nursing Home	95 Carlisle Road, Eastbourne, BN20 7TB	Tel: 01323 73 12 79

- ❗ The Nurse in Charge should make immediate contact with other Company facilities (if applicable) and try to arrange for the receiving facility to send transport to this home in order to move service users safely and with appropriate staff support. This home should commence the decanting of service users to receiving facilities at the same time, providing this can be managed safely. The Nurse in Charge should ask other homes to raise additional staff, if possible, to act as escorts.
- ❗ The Nurse in Charge should also seek to contact as many staff as possible who are not on duty and ask them to come on duty to act as escorts and service user support.
- ❗ Where further transport is required, the manager should ensure that there is a list of taxi companies identified who might be utilised as a transport service. Where possible this should include companies with 7 – 11 seat transport to accommodate service users, their immediate personal effects and escorts.
- ❗ As part of these emergency arrangements contact has been made with the taxi / transport companies shown below and they have confirmed that they are able to supply transport, suitable to our needs, 24 hours per day if required:

Name of Taxi Firm / Company	Contact Details
Sussex Cars	Tel: 01323 726726, <i>pass word MP9565 to have a taxi on our account</i>
Call-a-Cab	Tel: 01323 746746
Adrian (Wheelchair taxis and wheelchair minibuses)	Tel: 07885 744 725 <i>Adrian will put this on account if 'Ashley Gardens' is quoted</i>

- ❗ When all internal transfer routes have been explored, the manager should try to have in place a protocol with local hospitals (or homes), either private, local authority or NHS, with whom reciprocal hospitality arrangements can be made. These establishments are shown below.
- ❗ The Manager should make enquiries in the local area as to which premises might be available in the case of a full-scale evacuation of the building. It may be helpful to be aware of the location, availability and facilities available in the area such as local schools, church halls and community centres.
- ❗ The manager is looking for a “place of safety” from which to arrange a longer-term solution.
- ❗ The Nurse in Charge should arrange for the provision of emergency accommodation in close proximity to the home. The accommodation must be suitable for the needs of the client group in the event of an overnight stay, i.e. being a nursing home. Church Halls and Community Centres are not usually appropriate in an overnight stay, however, they may be considered during the daytime.

Name of Church Hall / Community Centre	Contact Details
St Andrews Church Hall or the Church (subject to availability) 425 Seaside Eastbourne East Sussex BN22 7RT	Tel: 01323 723739 <i>Contact Name: Father David</i>
Archery Youth Centre Recreation Ground / Seaside Eastbourne East Sussex BN22 7RR	Tel: 01323 646591 / 01323 466665 <i>Contact Name: Debbie /Adrian Parker</i>

- ⚠ Contacts should be made with the larger hotels in the area to accommodate service users in the events of an emergency evacuation of the home.

Name of Hotel	Contact Details
Chatsworth Hotel Grand Parade Eastbourne East Sussex BN21 3YR	Tel: 01323 411016 <i>Contact Name: Duty Manager</i>
Claremont Lions Hotel Grand Parade Eastbourne East Sussex BN21 3YR	Tel: 01323 731417 <i>Contact Name: Duty Manager</i>

- ⚠ The local Salvation Army (or similar organisation) may help as they are expert at crisis management in many areas of the country. [Local Salvation Army: Major David Squirrel](#)
Tel: 01323 640 382 or Paula: Tel: 01323 417149

w) Security of The Building and Grounds

The Manager has planned for an individual Security Programme depending on individual needs and risks at the home. This may include:

- Security lighting
- Window locks
- Call bell system
- Security checklists

Security Check At the end of each day a check must be made by the Nurse in Charge. This will include walking the building to physically check that all external doors and windows are closed and where appropriate locked and that appliances are turned off.

x) Staff Confronting Intruders

If a member of staff is confronted by a suspected intruder.

- ⚠ Stay Calm - Ask the person or person's for formal identification. If none can be produced, ask them to leave the building.
- ⚠ Where needed and if appropriate, direct them to read the Visitor's Policy.
- ⚠ Do not physically or verbally confront the person or persons as they may be violent.
- ⚠ When they are leaving the building write out a description of the suspects and call the police.
- ⚠ If the person or persons become abusive call the Police immediately.
- ⚠ If you cannot get to a phone use the Nurse Call / Emergency Call system to summon

immediate assistance.

- ❗ Suspected Intruders in the Building. The following principles should be adopted to ensure that no member of staff is put at risk.
 1. Call the Police and wait for them to arrive.
 2. Do not under any circumstances attempt to enter a room to investigate.
 3. Try to ensure that a member of staff is waiting at, or near, the front door when the Police arrive.

y) Suspicious Packages

Staff should be aware that the potential exists for suspect packages to be left on the premises. Any unidentified package seen in the building or grounds must be treated as “suspicious” until either claimed by its owner, or, until it can be confirmed as harmless. In most cases confirmation is fairly straightforward e.g. a delivery of goods has not been fully cleared or a staff member has not disposed of empty packaging. However, where the nature of the package cannot be confirmed, the manager must inform the Police without delay that there is a suspicious package that cannot be identified or accounted for. The manager must follow the instructions of the Police and wait for their attendance.

z) Bomb Threats

If a “bomb threat” is received staff must act upon this immediately. Staff are not in a position to “make a judgement” as to whether the threat is real or a hoax. All bomb threats MUST be acted upon. The Nurse in Charge must organise the safe evacuation of the building and phone the Police immediately. The Nurse in Charge must follow the instruction of the Police and wait for their earliest attendance.

aa) Dealing With Missing Persons

- ⚠ Each service user, who is not subject to being detained under an MCA DOLS assessment, Court of Protection Order, Place of Safety Order or section of the Mental Health Act 1983, has the right to come and go without “let or hindrance” and any attempt to restrict this movement may be seen as a breach of their Human Rights, Deprivation of Liberty or even abuse.
- ⚠ However, there are circumstances where service users are not able to rationalise their actions or are unable to manage their orientation once outside the grounds which renders them very vulnerable once outside their familiar environment without a supporter.
- ⚠ Each service user should, as part of the admission process, be assessed in respect of the risks associated with leaving the grounds on their own and this should be documented in their Care Plan.
- ⚠ The Nurse in Charge is responsible for ensuring that the whereabouts of each service user is known and should ensure that staff work to a system that facilitates this. High risk residents are checked hourly on the ‘headcount list’
- ⚠ The Nurse in Charge is responsible for ensuring that service users are not unduly restricted from leaving the building unless the person in charge has reason to believe that their current behaviour or mental state would render them at risk to themselves or others, if they were allowed to go out.
- ⚠ The manager is responsible for making the decision that a service user is considered to be missing and ensuring that the appropriate action is then taken.
- ⚠ Staff should be aware that there is no set rule as to when a service user is classed as “missing”. For some people it may not be unusual for them to leave the building for several hours, even days if they decide to stay with friends and relatives, providing this is in consultation with the manager and appropriately documented.
- ⚠ For others, they may be classed as “missing” if they have not been seen for a few minutes. This may be particularly true for some service users who require a “close observation” programme.
- ⚠ **Action To Be Taken:** The Nurse in Charge should organise for a thorough search of the building, ensuring that every room and store cupboard is checked for signs of the service user. Where it is safe to do so, the grounds should also be searched. Once it is confirmed that the service user is missing, the senior staff member on duty should:
 - Contact friends, contacts and relatives of the service user if it is possible that they may

have gone there.

- Contact any clubs or social centres known to be frequented by the service user.
- Inform the home manager if not already on duty.
 - ❗ If the service user has not been located by this stage, the senior staff member on duty should inform the Police. The Police will need to know:
 - Time of last sighting
 - Location of that sighting
 - Best possible description
 - Do you have a recent photograph
 - Clothing being worn
 - Known mental health or physical health problems
 - General appearance and demeanour
 - Any medication issues
 - Time of last meal
 - ❗ The senior on duty should then contact:
 - Staff living nearby who might be able to help
 - Home Manager - if not already informed
 - The Deputy manager
 - In addition they should organise a search party if this can be safely accommodated
 - ❗ The senior staff member on duty should commence writing a report of the events and commence the completion of an Incident Report. It may also be appropriate to make an initial notification to the regulatory body - Care Quality Commission (CQC) that a service user is missing. This is required by Health and Social Care Act 2008 (Regulated Activities) Regulations 2008.



When The Service User Is Found: Once it has been confirmed that the service user has either returned to the home or has been found and positively identified outside the home, the senior on duty should ascertain whether or not any injury has been sustained.

- ❗ Where there is an injury, or there is a suspicion that an injury has been sustained, the senior should ensure that the service user is examined by a GP, Paramedics or hospital A&E department, if this has not already been done.
- ❗ Providing the service user is well, the Manager should:
 - Contact friends, contacts and relatives who were previously contacted
 - Contact any clubs or social centres who were previously contacted
 - Inform the police if they have not already been notified
 - Inform the Regulatory body (CQC) if they were previously notified
- ❗ The senior on duty should then:
 - Document the incident in the Care Plan
 - Record the incident in the Communication Book
 - Complete the Accident / Incident Form
 - Refer to the manager to complete the appropriate notification form for CQC as may be appropriate or required
- ❗ The manager may decide that it is appropriate to carry out a special review of the Care Plan or to examine the continuing suitability of the home to meet service user needs.

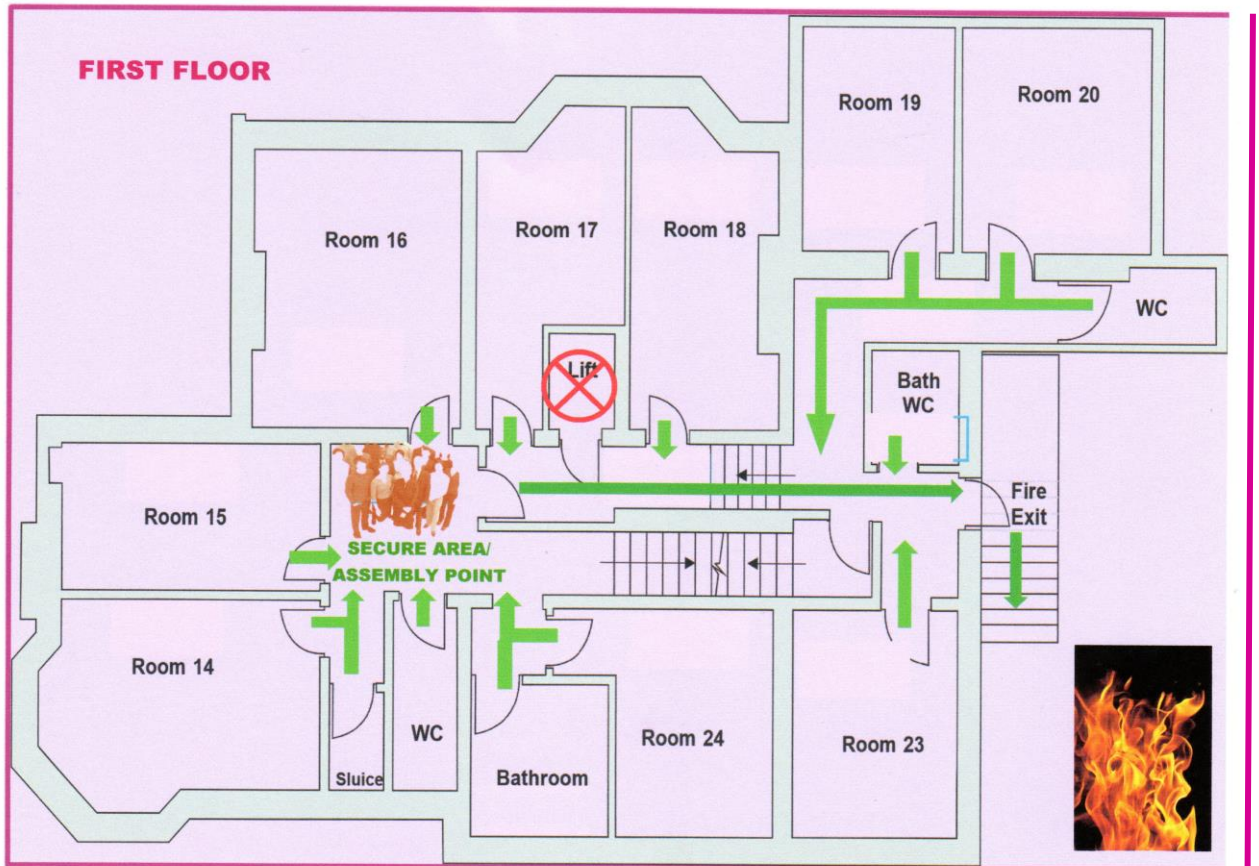
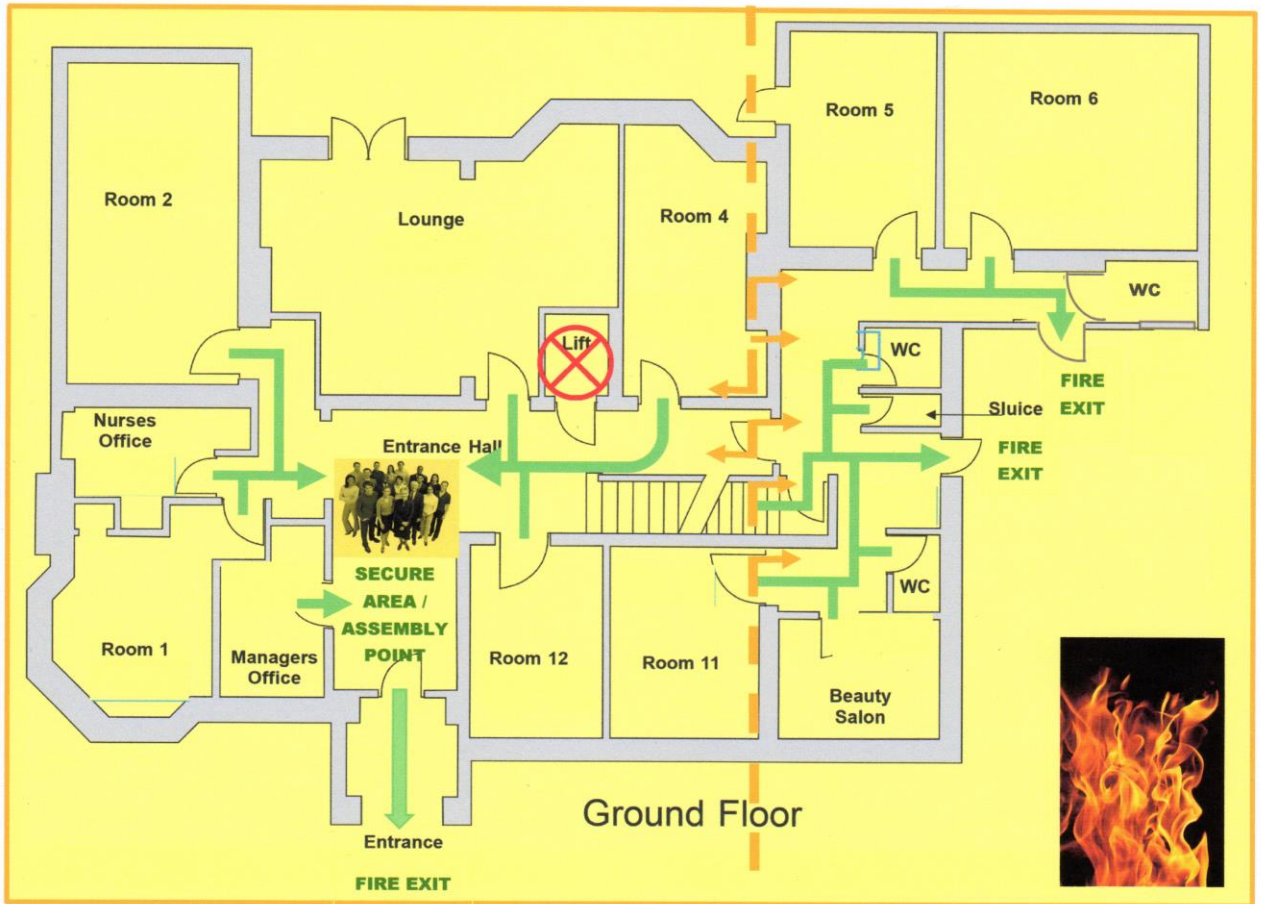
bb) Plans Of The Building And Mains Services

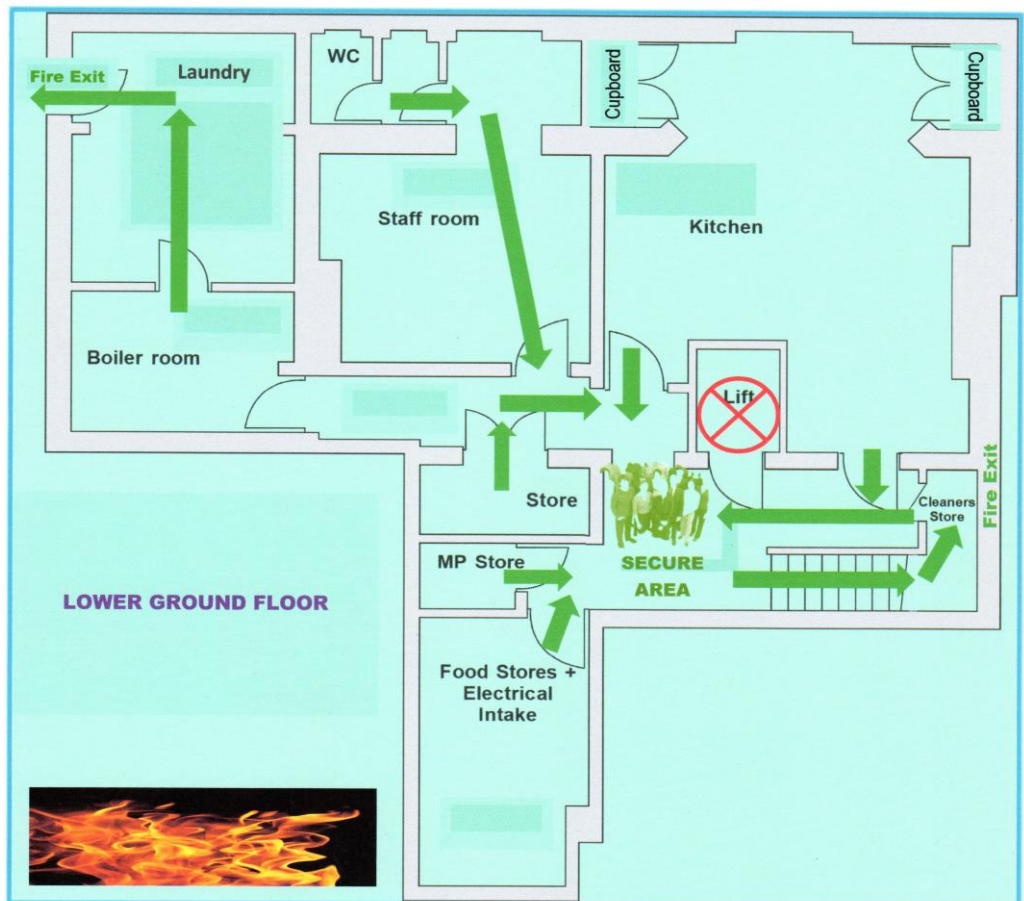
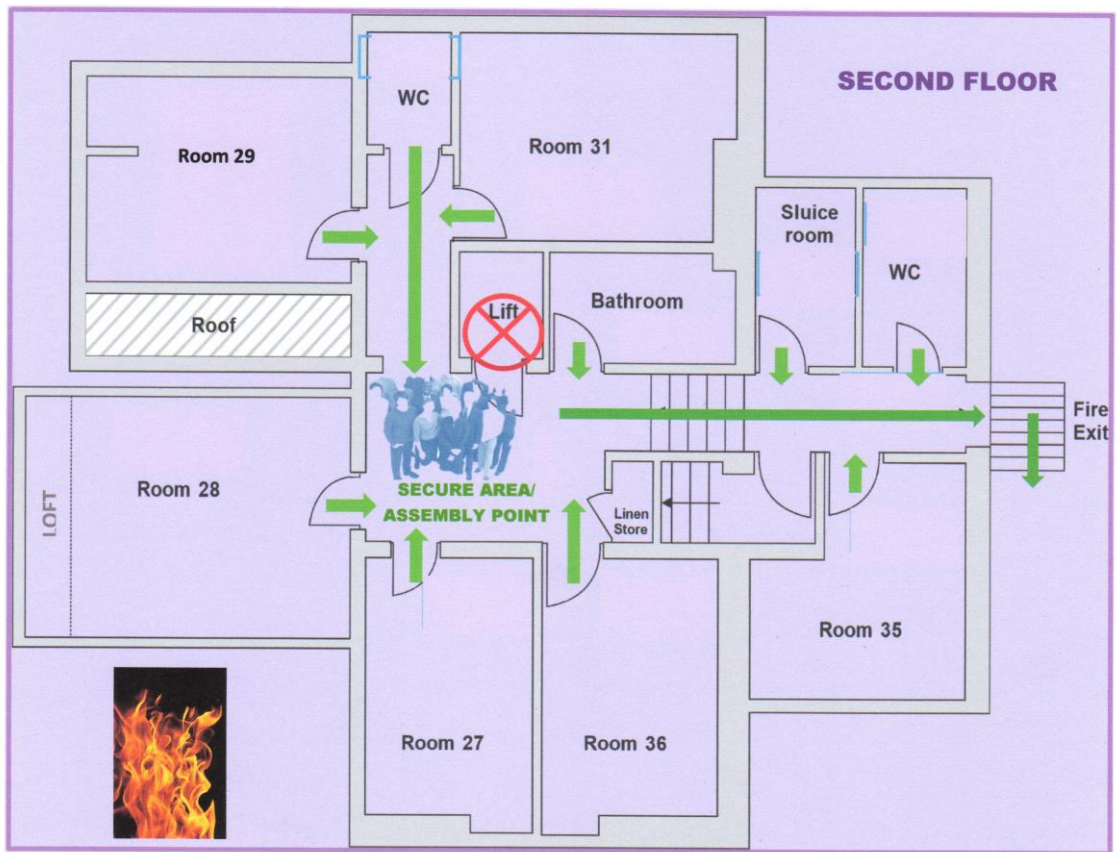


The Manager should ensure that any plans, drawings diagrams or illustrations of the building and grounds are included in this section of the Emergency Plan.



The manager may also find it useful to include in this section and agreements, instructions or other information which would be required only in the event of an emergency situation.





5. Training Statement

The Emergency Planning Manager, Registered Manager and the Deputy Manager will be kept up to date with relevant local plans, as appropriate, at least annually, in order to respond in an effective and efficient manner.

Related Policies

*Co-operating with Other Providers
Continuity of Care and Support Workers
Duty of Candour
Notifications*

Improvement Suggestions and Reviews

Name of Staff Member:

Job Title:

Date:

What is it that requires improvement?:

What Improvement Suggestion are you offering?:

Signed:

Thank you for taking time to make this suggestion. You can be assured that it will be considered and acted upon (where appropriate) as soon as possible.

Action:

Cost Implications:

Outcome: