

# E4 Emergency / Contingency Planning

***Establishment Name:***

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Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

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## Policy Statement

This policy is to ensure staff are aware of their responsibilities in the event of an emergency / incident. It complements the Council / Adult Service plans. (A copy of which should be held at each establishment).

*Definition of Emergency / incident: a sudden unforeseen event needing prompt action.*

## 1. Procedure / Introduction

This section deals with those incidents/emergencies within Cumberland Care Services, which requires a response or support beyond that which is routinely provided and may require additional resources.

This kind of incident/emergency could be a serious incident to service users, staff or buildings and would not normally be dealt with under the Council / Adult Service Plans.

Such incidents / emergencies could be:

- Gas leak
- Fire
- Flood
- Legionnaires disease outbreak
- Disease / infection outbreak.
- Asbestos release.
- Bomb / security threat
- Heating / power failure of 3 or more hours
- Structural damage – structural failure/collapse.
- Loss of water supply
- Loss of service user/s
- Structural Collapse
- Disturbance of Asbestos
- Winter Plan

(Note: **NOT** an exhaustive list.)

## 2. Winter Weather Ready

Over winter, the local power network can be affected by conditions outside of our control, such as extreme weather. This can be extremely difficult especially as we are working with vulnerable adults.

If a power cut occurs the service manager or the emergency on call manager must be contacted. The emergency plan must then kick in.

Other aspects in winter are to be considered such as:

- Salting all paths
- Emergency box is appropriately stocked
- Torches and mobile phones are charged
- Blankets are available if required
- Contact numbers for staff and service use / families / advocates must be kept up to date.
- Outside lighting must be maintained
- Vehicles well maintained – with blankets, shovels etc.
- Moss and leaves removed from paths
- Risk assessments must be put in place
- Where possible keep up to date on weather reports

- Follow emergency plans

#### Winter Risks / Key issues during winter

- Snow / Ice on paths and roads for staff
- Wet leaves and moss on paths
- Power failure – lack of cooking facilities, heating and lighting failure
- Flooding
- Slips trips and falls for staff / service users / visitors
- Staff unable to get into work for severe weather conditions
- Lack of emergency services able to get to establishments due to severe weather conditions

The emergency plan must be followed

### **3. Alert Cascade**

If necessary, contact the Emergency Services.  
Alert your service manager.

The service manager will usually act as the emergency / incident co-ordinator but, if necessary, they may need to delegate the incident co-ordinator role to another appropriate member of staff. It is the responsibility of the service manager / on call manager to inform the leadership team and other agencies as necessary. (See appendix 6)

The emergency / incident co-ordinator will:

Obtain as much information as possible about the incident and record this on appendix 1.  
This could include:

- The nature of the incident.
- Where exactly it has taken place.
- The scale of the incident (number of people involved, injuries, fatalities etc).
- Telephone number for further contact and subsequent information.
- Details of other agencies that have been alerted/mobilised, including phone numbers. (See appendix 2)
- Details of any immediate action that needs to be carried out by the Assistant Director.
- Any other relevant information

Once this information has been obtained the emergency / incident co-ordinator should consider the following actions:

- Coordinate appropriate responses.
- Contact the accommodation manager if required.
- Contact staff, service users and relatives/carers as appropriate.
- Update the incident recording form on a regular basis (see appendix 1).  
N.B All press interest must be referred to the Council media department in line with the M8 policy and procedure.
- After the immediate incident has been taken care of the manager must ensure that the H&S advisor Health, Safety and Wellbeing team is notified of the incident and if it reportable that the relevant accident / incident report must be completed.

#### **4. Senior Manager Duties**

- (a) If necessary, the service manager / AD will arrange an “Incident Management” meeting between the appropriate people and will also request administrative/clerical support as required.
- (b) Office accommodation outside normal office hours can be made available through the use of residential home facilities. A schedule of addresses and contacts is included. (See appendix 3)
- (c) Service manager /AD will alert the Council media team of any incidents or emergencies.
- (d) At the initial meeting of the management incident team the following issues will need to be addressed:
  - Who else needs to be notified of the incident, e.g., Primary Care Trust, Voluntary Organisations etc)?
  - What support services need to be mobilised in respect of the incident and how should these be provided in the short term?
  - Consider communication issues.
  - Make arrangements to relieve key staff and hand over the management of the incident to another member of senior staff if necessary.
  - Identify, allocate and monitor any tasks / actions.
  - Prepare briefings, issue and update as necessary.
  - Monitor and review the arrangements already in place.

- Consider whether a visit to the incident site is necessary and if so, by whom.
- Maintain an incident recording form. (See appendix 1)
- Consider longer-term support to service users, carers, relatives, friends, and staff involved in the incident.

## 5. Emergency File

An emergency file should be set up and maintained so that in the event of an evacuation it can be taken off site quickly. For information to be kept in this file see appendix 4.

This file **MUST** be kept securely in a location that can be easily accessed in an emergency.

## 6. Emergency Box

An emergency box should be set up and maintained so that in the event of an evacuation it can be taken off site quickly. For information on what is kept in this box see appendix 4.

This box must be kept in a location that can be easily accessed in an emergency. On the box you must clearly state where the emergency files and / or information is stored.

Other items that should be taken off site, if it is safe to do so, may include:

- Details of medication
- Visitor's book.
- Registers / attendance sheets / signing in & out books

## 7. Evacuation Location (s) / Key Holders

The decision to evacuate will be made by the emergency / incident coordinator, a Cumberland Care Service responsible person / service manager / AD manager or a professional from the emergency services.

In the event of an establishment needing to be evacuated, it will be necessary for those who are evacuated to go to a suitable location. Your emergency plan must include details of your evacuation location. (See appendix 5a & 5b) These may be:

A building that is close by with suitable facilities to meet your needs e.g., another of the Cumberland Care Services establishments, church halls, community centres, schools, medical centres etc.

**Once you have these evacuation locations, you will need to ensure that this information is kept up to date.**

## 8. Not Evacuating In An Emergency

In some emergencies, it may not be necessary to evacuate. If this is the case, it will be the responsibility of the establishment to ensure that the service users in their care are kept safe and comfortable for the duration of the emergency.

It is the responsibility of either the supervisor or registered manager to inform CQC by completing a notification form. Some emergencies such as disturbance of Asbestos and structural collapse are reportable to the HSE under RIDDOR as specified Dangerous Occurrence.

The Corporate Procedures for Reporting and Investing of Adverse Events (Accidents & Incidents) should also be followed.

### Risk Matrix

Likelihood	Impact	Rating	Descriptor
4	5	VERY HIGH	1. Localised Flooding
3	4	VERY HIGH	2. Electricity Failure
4	4	VERY HIGH	3. Outbreak of Influenza type disease
4	3	HIGH	4. Severe storms and gales
4	2	MEDIUM	5. Low temperatures and heavy snow
4	3	HIGH	6. Staff unable to attend work due to severe weather conditions
4	2	MEDIUM	7. Disruption or loss of telecommunication systems.
1	3	MEDIUM	8. Gas explosion
2	2	MEDIUM	9. Localised Legionella outbreak
3	2	MEDIUM	10. Heat wave
3	3	MEDIUM	11. Fire
2	3	MEDIUM	12. Building collapse
1	2	LOW	13. Lack of Emergency Services able to get to establish due to severe weather conditions
1	2	LOW	14. Release of hazardous chemicals/materials in establishments

