



**RESIDENTIAL CARE ESTABLISHMENTS
BUSINESS CONTINUITY PLAN TEMPLATE
WEST MIDLANDS**

1st EDITION

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DOCUMENT CONTROL

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PART ONE

ABOUT THE HOME

Location

This is the business continuity plan for the _____ Residential Care Home, which is situated at _____

Staff

The home is staffed by:

Residents

At normal full occupancy the Home has _____ no of residents.

At normal full occupancy the Home has _____ no of beds.

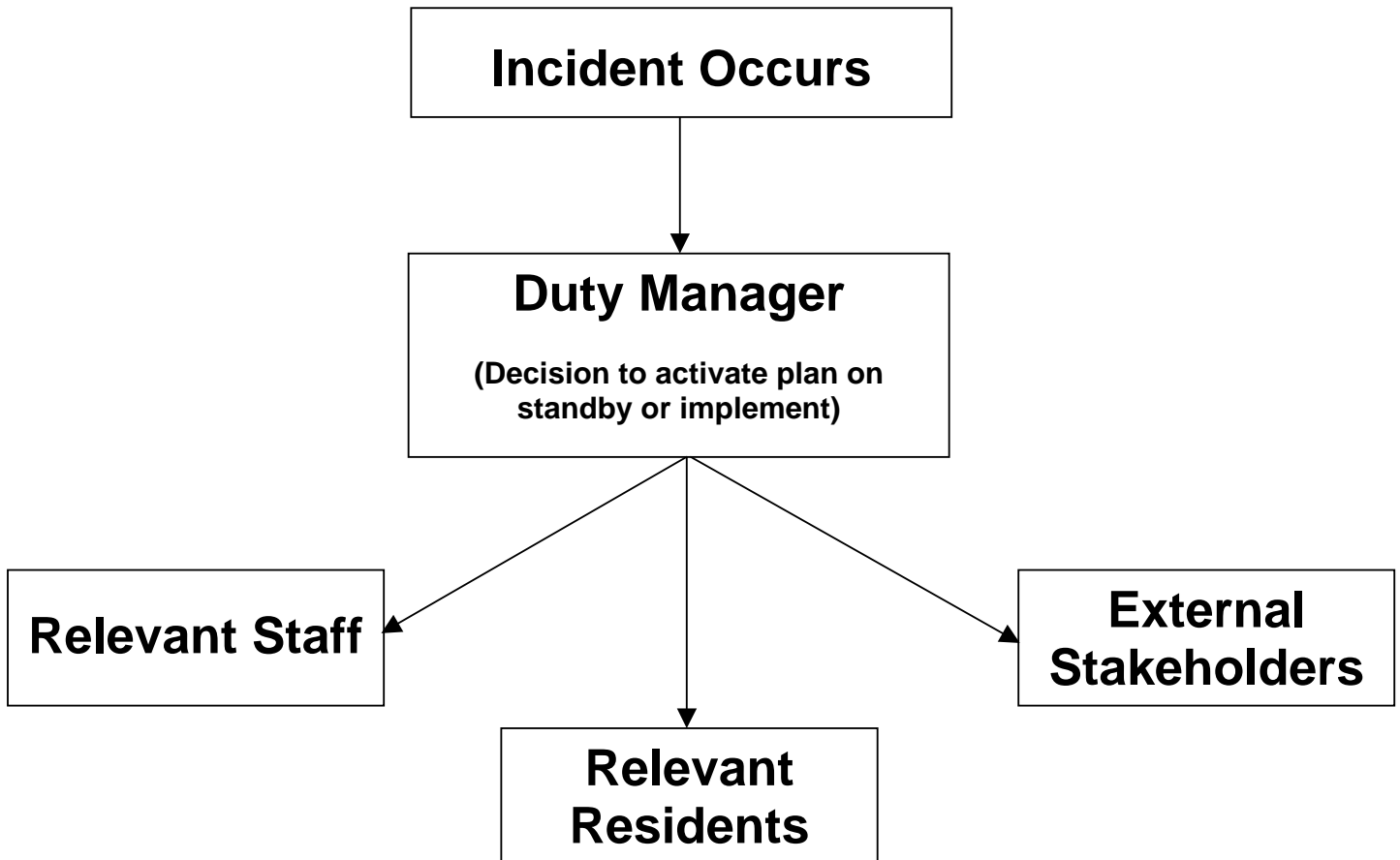
For the purposes of this Plan the residents have been classified as:

- Those who will not be able to help themselves in a disruption _____no.
- Those who may be able to help themselves/others in a disruption _____no.

PART TWO

RESPONSE

HOW TO ACTIVATE THE PLAN



Notification of a business interruption may originate from any source.

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

The Duty Manager will activate the plan, using the following activation sequence:

Stand By – Implement – Stand Down

“**Standby**” will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan.

“Standby” allows key officers time to think, brief staff, start a business interruption log and prepare for the deployment of resources should an “Implement” message be received. This is particularly important if an interruption occurs towards the end of a shift and staff may need to be asked to stay at work until the situation becomes clear. Resources are not normally deployed at this stage (although this will largely depend upon circumstances) and a “Stand Down” may follow this type of alert.

“**Implement**” will be used to activate the plan in its entirety.

“**Stand Down**” will be used to signify the de-activation of the Plan. It is important that everyone in the organization knows when the establishment has returned to ‘business as usual’. It is also important that all staff and all stakeholders who helped in the response are thanked for their efforts.

ROLES: ACTION CARDS / CHECKLISTS

The residential care establishment manager or most senior person on duty undertakes the following overall Incident Manager:

Checklist for Incident Manager

ACTIONS FOR CONSIDERATION:

- Locate copy of Business Continuity Plan
- Activate Business Continuity Plan
- Start Business Interruption Log
- Obtain fullest details from caller and request further information as required
- Nominate a Business Interruption Support Officer (s)
- Brief owner 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
- 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 Business Interruption Support Officers

ACTIONS FOR CONSIDERATION:

- Locate copy of Business Continuity Plan
- Start Business Interruption Log
- Obtain fullest details from caller 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 meeting 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

SERVICE IMPACT ANALYSIS

DATE OF DISRUPTION:

TIME:

DATE OF REPORT:

TIME:

NAME AND JOB TITLE OF PERSON MAKING REPORT:	SERVICE AREA:
DISRUPTION DESCRIPTION: <i>(What, why, where, how)</i>	CASUALTIES AND PHYSICAL DAMAGE:
ESTIMATED IMPACT ON SERVICE: First 24 hours: First 3 days:	ESTIMATED IMPACT ON SERVICE: First 7 days: Over 7 days:

FIRST MEETING AGENDA

TIME AND PLACE:

ATTENDEES:

CHAired BY:

No	Item	Action	Action By Who	Action By When
1	<p>Analysis of Impact</p> <p>Review Service Impact Analysis Sheets Brief team on nature, severity and impact of disruption. Identify information gaps</p>			
2	<p>Confirm Roles</p> <p>Agree roles and responsibilities of staff during the disruption. If required revise roles and determine if additional staff/deputies are required. Inform additional team members that they may be required Stand down members not required</p>			
3	<p>Confirm Key Contacts at Scene of Disruption</p> <p>Main points of contact for ongoing information updates</p>			
4	<p>Logs</p> <p>Ensure team logs and personal business interruption logs are in place. (Written record of significant events throughout the crisis. Written record of all communications)</p>			

No	Item	Action	Action By Who	Action By When
5	Recovery Management Review recovery priorities Determination of support requirements.			
6	Welfare Issues Have members of staff, visitors or third parties been injured? What is their location? What immediate support and assistance is required? What ongoing support and assistance might be required?			
7	Communications Who should we inform? Are professional Public Relations/Media advisors required? Determine which, if any external regulatory bodies should be notified. Determine any internal communications that need to take place (other sites, affected services etc).			
8	Media Strategy Determine the media strategy to be implemented. What is the story? What is the deadline?			
9	Legal Perspective Determine what legal action or advice is required.			
10	Insurance Position Determine whether insurance cover is available and if so, how best to use the support it may provide.			
11	Next meeting Date, time, place and attendees of next meeting			

RECOVERY

Recovery is the long term process of rebuilding, restoring and rehabilitating all those affected by the interruption. Depending upon the seriousness of the situation this could take weeks, months or even years. The recovery phase may well consist of peaks of activity, such as around the time of an anniversary of the incident, as well as routine ongoing work to address the physical and psychological effects of the emergency.

Debrief and Learning Lessons

After an emergency, it is very important that thorough debriefs are carried out to capture lessons learned, issues identified, recommendations to be implemented, and planning assumptions to be reviewed. Debriefs should be undertaken in a way which promotes honesty and looks towards improving business continuity plans, rather than be exercises in trying to apportion blame. Debriefs should take place immediately after the interruption and then at intervals after the interruption at whatever timescales are felt to be appropriate. Establishments should record the results of debriefs and be aware that the contents of debrief documents may be used as evidence in Public inquiries.

PLAN FOR SPECIFIC DISRUPTIONS

This part of the Plan provides essential information about the Home and outlines potential response strategies for specific types of incident. Where these specific incidents are not regarded as a risk to the business of a particular Care Home, simply delete them from the document. In any case, the strategies are suggested options only and are not a substitute for sound management judgment at the time of the disruption.

The template has been designed to allow Residential Home Managers the opportunity to consider the minimum set of measures necessary to enable the Home to respond to most foreseeable types of incidents.

The template should be completed with regard to the accompanying Guidance Document which also provides additional information and recommendations to maximize the resilience of your Home's business continuity arrangements.

ACCOMMODATION LOSS – LOSS OF RESIDENTIAL AREAS (BEDROOMS)

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

The Home has the following non-residential areas:

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

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 home?	YES/NO	YES/NO	YES/NO
B: Are staff able to work from another part of the Home? (please state options):	YES/NO	YES/NO	YES/NO
C: Are staff able to work from the Premises of any Partner Organisations (please state options)	YES/NO	YES/NO	YES/NO
D: Are staff able to work from any other premises: (please state options)	YES/NO	YES/NO	YES/NO

BOMB THREAT

The 'Bomb Threat Form' (see below) is displayed in the following areas:

Guidelines: On receipt of a telephoned bomb threat, follow these procedures:

- Keep the caller on the line as long as possible.
- Ask the caller to repeat the message.
- Ask the caller his name.
- Ask the caller where the bomb is located.
- Record every word spoken by the person making the call.
- Record time call was received and terminated.
- Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
- Complete the bomb threat form, attached, to record the caller's characteristics.
- Call the Police on 999
- Notify the Home Manager
- Evacuate residents upon police advice

Once the Police have arrived:

- Keys shall be available so that searchers can inspect all rooms. Employee lockers will be searched. If padlocked, padlock will be cut off.
- If a suspected bomb is located within the building, the responsibility for investigation will be that of the Police

BOMB THREAT FORM– TELEPHONE PROCEDURE

PROCEDURE: LISTEN - <u>DO NOT</u> INTERRUPT CALLER EXCEPT TO ASK:			
When will it go off?		Area	
Where is it planted?		What does it look like?	
Did caller seem familiar with building by the description of bomb location?			
Your Name		Time of Call	Date
CALLER'S IDENTITY:	Male	Female	Approximate Age
VOICE CHARACTERISTICS	Loud	Soft	High Pitch
	Deep	Fast	Nasal
	Raspy	Pleasant	Slow
	Intoxicated	Slurred	Distinct
	Stutter	Other?	
ORIGIN OF CALL:	Local	Long Distance	Booth
	Internal (from within the building)		
ACCENT:	Local	Regional	Foreign
	Other?		
BACKGROUND NOISES:			
Quiet	Voices	Street Traffic	Animals
Music	Party	Airplanes	Bedlam
Office Machines	Factory Machines	Other?	

CATERING DISRUPTION

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) Fat Fryer(s)
 - Microwave Steamer(s)
 - Fridge(s) Serving Trolleys
 - Freezer(s) Dishwasher
 - Other?
-

Details of any kitchen equipment servicing arrangements:

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

COMMUNICATION CONSIDERATIONS

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 and adhere to '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; or
- 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

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

Be positive and truthful

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

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

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

Supplier Emergency contact number is

The name and contact details of an emergency electrician are

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

The generator serves the following areas of the Home:

The generator provides backup electrical power for a period of:

Emergency generators can be obtained from

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.

- If it is an electrical fault within the Residential Care Home contact

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. To ensure maintenance at optimum temperature then relocate any temperature-critical drugs to:
-

- 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.

Heating

- 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.
- See procedures under "Heating Loss" Page:36

Computers

- During a Mains electrical failure switch off the computers to prevent damage from a 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. Complete the table below for all electrical equipment:

Equipment	Internal Batteries Yes/No	If Yes, duration/times it can be used

Frozen and Refrigerated Foods

If the refrigerator or freezer will be without power for a long period:

- Seek freezer space in a store, church, school, or commercial freezer that has electricity.
- Use dry ice - 25 pounds of dry ice will keep a 10-cubic-foot freezer below freezing for 3-4 days. (Exercise care when handling dry ice, because it freezes everything it touches. Wear dry, heavy gloves to avoid injury.)
- Thawed food can usually be eaten or refrozen if it is still "refrigerator cold," or if it still contains ice crystals. To be safe, remember, "When in doubt, throw it out." Discard any food that has been at room temperature for two hours or more, and any food that has an unusual odour, colour or texture.
- A refrigerator will keep foods cool for about 4 hours without power, if it is unopened.
- Add block or dry ice to your refrigerator, if the electricity will be off longer than 4 hours.

Areas Equipped with Emergency Lighting are:

- Front Lobby
- Hallways
- Communal area
- Laundry Room
- Boiler Room
- Stairways
- Other? _____

FLOOD DISRUPTION

Internal flooding:

The water stop cock(s) is/are located:

Emergency plumber contact details:

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 Residential Home

GAS SUPPLY FAILURE

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

The contact details of the gas supplier are:

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

Details of the boiler servicing contract:

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

INFORMATION LOSS

The Home has the following IT equipment:

Essential software (e.g. Microsoft Office):

The Home has a backup server located at:

Backup tapes are stored at:

- 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:

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

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

Consider the following:

- Labelling vital records
- 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

Details of the laundry servicing contract:

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

LIFT BREAKDOWN

Details of the lift servicing contract(s):

Consider the following:

(Example only – depends on each individual home)

- Obtain the key to open the Lift maintenance room.
- Locate and shut off power to the Lift. This will return elevator to the ground floor.
- Take the key with a red tag, located to the left of the power shut off.
- Put key in hole at the top of the elevator door and turn. This opens the first door.
- Push the latch on the second door and push open at the same time, the person on the elevator can also help push door open.
- Turn on power to the elevator.
- If the power is not restored, push the reset button, which is in the panel on the left.

SEVERE WEATHER

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.

TELECOMMUNICATIONS LOSS

The Home has the following telephone numbers as follows:

The telephone system is rented from/provided by/maintained by:

The telephone lines are supplied by:

Any fault with the line should be reported to them. If no line fault is identified then contact should be made with the system provider.

If the system is dependent on electricity, check the supply. If found to be an electrical problem, follow the instructions for loss of electricity.

If the land line fails, all incoming calls should be re-directed to a designated mobile phone. This number is:

This mobile phone will be monitored by:

WATER SUPPLY DISRUPTION

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

The mains water stopcock external to the Home is located:

The water supplier for this Home is:

Their emergency contact number is:

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:

Hand Hygiene

Ensure that alternative hand cleansing materials are available e.g. Hand gels that do not require water.

Drinking Water

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

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

PART THREE

**PLANNING
& PREPARATION**

Introduction

This plan is an operational document, which is constantly being monitored and updated. The Plan outlines the general procedures to be taken in the event of a business interruption affecting any area of the Establishment's activities.

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.

Plan Review

This plan will be reviewed on an annual basis. The residential care establishment's business continuity plans are part of normal business and responsibilities and should be regularly reviewed, updated and exercised accordingly. The plan will also be reviewed following training and exercises as well as real incidents.

Training & Exercising

All staff within the residential care establishment should be made aware of the contents of this plan and provided with training where necessary. This plan should be exercised at least annually to ensure that procedures and contact details are kept up to date.

A list of completed exercises should be kept by the residential care establishment manager along with a log sheet recording details of training and exercising undertaken, including lessons learned. An action plan for agreed next steps as a result of training and exercising (including lessons learned from a real incident) should be developed and built into the plan review process.

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_____.

ADDITIONAL RECOMMENDATIONS 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? _____

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.

Emergency Plans in the Locality of the Home - CONSIDER the following list of Emergency Plans of public agencies which may exist and which may have an impact on the Home:

- Reception and Rest Centre Plan
- Flu Pandemic Plan
- Heatwave Plan
- Flood Plan
- Off site COMAH Plan
- Other? _____

If you are not aware of any, CONTACT your local Council's Emergency Planning section and ask for details. (Councils have a statutory duty to 'have regard for vulnerable people' in their Emergency Plans.) DELETE any that are not appropriate. ADD any that are not listed. ENSURE that all staff and residents are aware of any appropriate procedures to take. INSERT relevant details into your plan.

BUSINESS IMPACT ANALYSIS:

LIST **all** of the activities which the Home provides for Residents and Customers. The more detailed the list the easier it will be to prioritise your critical activities. Once this is done, imagine that the normal provision of the activity has been disrupted – the cause is not important.

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

PRIORITY	DEFINITION
1	Activity needing to be restored within 0-1 hours of a 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 in the space provided below. Where an activity is time-sensitive i.e. where it may have a higher priority in the summer than the winter, or at the end of a month rather than the beginning of the month, mark it TS and place it in the higher priority. Note: 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 (and the timing).

Our Priority One Activities Are:

Our Priority Two Activities Are:

Our Priority Three Activities Are:

Our Priority Four Activities Are:

Our Priority Five Activities Are:

INSERT this prioritisation of services into your plan as appropriate.

Using the guidance set out below undertake a Business Impact Analysis of your Residential Care Home, filling in your answers to the following questions on the blank BIA Pro-forma attached for each activity your Residential Care Home delivers. **Complete the form below for every activity identified above.** Record as not applicable where appropriate:

Priority:	Activity:
Select 1, 2, 3, 4 or 5	<i>Briefly define the particular activity.</i>

PEOPLE	
Key staff:	<i>What staff do you require to deliver the activity?</i>
Skills /Expertise / Training:	<i>What skills / level of expertise are required to deliver the activity?</i>
Minimum Staffing Levels:	<i>What is the minimum staffing level with which you could still maintain some form of activity?</i>
PREMISES	
Buildings:	<i>From what locations does the activity operate? (Primary site, alternative premises)</i>
Facilities:	<i>What facilities are essential to deliver the activity?</i>
Equipment / Resources:	<i>What equipment / resources are required to deliver the activity?</i>
PROCESSES	
IT Hardware:	<i>What IT hardware is essential to deliver the activity?</i>
IT Software:	<i>What IT software is essential to deliver the activity?</i>
Documentation:	<i>What documentation / records are essential to deliver the activity and how are these stored?</i>
Systems & Communications:	<i>What systems and means of communication are required to deliver the activity?</i>
PROVIDERS	
Reciprocal Arrangements:	<i>Do you have any reciprocal agreements with other organisations?</i>
Contractors / External Providers:	<i>Do you tender any part of the activity out to another organisation, to whom and for what?</i>
Suppliers:	<i>Who are your priority suppliers and on whom do you depend to deliver the activity?</i>
PROFILE	
Reputation:	<i>Who are your key stakeholders?</i>
Legal Considerations:	<i>What are your legal, statutory and regulatory requirements?</i>
Vulnerable Groups:	<i>Which vulnerable groups might be affected by the activity stopping?</i>

RISKS TO CONTINUITY OF BUSINESS

The Home has regard for the following potential risks:

- Accommodation Loss
 - Bomb threat
 - Catering disruption
 - Chemical Spills
 - Cleaning disruption
 - Electricity Supply Disruption
 - Elopement of Resident
 - Evacuation
 - Fire
 - Flood
 - Fuel Disruption
 - Gas Supply Disruption
 - Heat and Humidity
 - Information Loss – I.T.
 - Information Loss – Paper Records
 - Laundry Disruption
 - Lift Failure
 - Non- Specific Major Disruption
 - Pandemic Flu
 - Staff shortage
 - Storms
 - Supplies Disruption
 - Telecommunications Disruption
 - Water Supplies Disruption
 - Other (you may wish to refer to your Local Resilience Forum Community Risk Register)
-

RISK MITIGATION - MEASURES IN PLACE

CONSIDER the list of risk mitigation measures below which the Home may already have in place:

- Business Continuity Plan
- Heatwave Plan
- Cold water storage
- Communicating with Clients
- Communicating with Families
- Communicating with Media
- Computer records stored off site
- Emergency contact numbers for mutual aid arrangements
- Evacuation Procedures
- Family friendly policies
- Fire Alarms and Plan
- Insurance policies
- Knowledge of local emergency plans
- Lift alarms
- Lone worker arrangements
- Mutual Aid Agreements
- Reception Disruption
- Remote access to computer information
- Resident Alarms
- Risk Assessment policies
- Security systems
- Standby electrical generators

Other

DELETE any that are not appropriate. ADD any that your Home has which are not listed. INSERT the list into Part one of the Plan.

PART FOUR

CONTACT DETAILS

KEY CONTACT SHEET - INTERNAL

Name/Designation:	Office Number:	Mobile Number:	Other Contact Details:

