



Name of Service:

BCP COVID - 19 Appendix 1 (v2) – specific arrangements to manage continuity of service

Guidance

This appendix should be used as your COVID – 19 specific business continuity plan and it must be referenced in your main BCP, so everyone who has access to your BCP knows about the existence of this appendix. This appendix should be reviewed daily and updated as circumstances change/develop, by the Head/Principal or Registered Manager (children’s homes) and saved together with your BCP, ideally on your service shared drive, so your deputy(s) can access it without any issues. Actions taken/required must be collated in the action column to assist you with the planning and monitoring.

The Head/Principal or Registered Manager (children’s homes) owns this appendix, but the additional person (a Deputy) must be identified who for the purpose of this situation and should it be required - will take over the management of delegated responsibilities with the support of their regional manager/service lead. In larger services a group of deputies should be identified and their names listed below. All deputies should be kept updated about the constantly changing situation and they should also be included in the on-going communication with Cambian/Caretech Central Team and their respective MD.

Your BCP together with this appendix should provide a clear guidance for the person taking over the management of the site, so they know who to contact for guidance and support, and can fully understand actions taken to date in order to plan further actions as required.

The success of your business continuity planning lies with the detail you are going to explore and share with your deputy(s) – this appendix will support this process.

Other critical documents e.g. your main BCP, COVID – 19 Dynamic Risk Assessment, Manager On Call rota, staff rota must be reviewed alongside this appendix and where relevant - featured in selected areas of this appendix, so the person taking over is fully equipped to manage the situation going forward.

Use the Footer to record the date and version.

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Name of the Head/Principal	Cassandra Pollitt	Name of the Deputy(s) (see the guidance above)	Abi Wormell
Name of the Registered Manager	N/A	Regulator	Ofsted
Date Appendix updated	20/09/2021	Name of person updating Appendix	Cassandra Pollitt
Regional Manager / Service Lead	Lisa Lyon	Managing Director	Andrew Sutherland
Registered capacity (number)	46	Current number of young people in the service	41

Local Health Protection Team – contact details	Advised to call DfE Helpline on 0800 046 8687 first to obtain the most current and correct local team information
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Overview	YES	No	If Yes – include action taken, if No – identify action to be taken	Who by
Can your management team on site access the main BCP and this appendix and understand their role in the event of the absence of the Head/Principal/Registered Manager?	x		BCP Centrally held in PCP drive, accessible to all SMT	
Have you seen the young person’s local authority BCP which may contain specific arrangements that could affect your arrangements?	x		Available of BCP website	
Are all staff aware of the Caretech COVID19 microsite if they want some answers to their questions?	x		Easily accessible to all staff	
Are all staff aware of the Covid19@caretech-uk.com email address if they have a question that you can’t answer?	x		Easily accessible to all staff	

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Are all staff aware that guidance is available from Public Health should they need it? <i>To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.</i>	X		All information and updates regularly shared via email and staff meetings in advance of any changes	CP
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Infection control and continuation of service	YES	No	Yes=Action Taken / No=Actions required	Who by
Have staff and young people been made aware of the symptoms? (Cough-difficulty breathing-fever)?	x		Information shared via multiple training sessions for testing and PPE	CP
Are all staff and young people aware of how and how often to wash hands? Do you have hand wash posters?	x		Posters by all hand basins	
Do staff and young people know that they need to try not to touch their eyes, nose, and mouth?	x		Information shared via emails to families and staff and multiple training sessions for testing and PPE	
Do staff and young people know what to do when they cough or sneeze? e.g. covering their mouth with a tissue?	x		As above	
Have you instructed staff about how much information should be shared with the young people and why (in some cases) this might have to be limited?	x		Individualised to needs of students	
Have you been instructed by GP/Nurse to complete young people's low level observations/checks e.g. temperature? Do you have thermometers available?	x		Thermometers available and NHS training completed online by staff team	

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Do staff and young people know how to dispose of hand wash towels/tissues? Do you have enough facilities to support this? (Pedal/not touch bins).	x		NHS training modules completed by staff	
Are the main surfaces on site cleaned every day? E.g. kitchen worktops, dining table, floors and bathrooms, light switches, mobile phones, handles. Who is managing your reviewed cleaning rota?	x		Domestic and education staff clean surfaces regularly throughout the college day	
Do you have sufficient stock of cleaning materials, including hand washing supplies, hand sanitiser and tissues?	x			
Should you require do you have arrangements in place for a potential 'deep clean'? https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/	x		Deep clean staffing in contingency plan	
Personal Protective Equipment (PPE)	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you continued ordering your PPE through your regular supplier e.g. Zenith or Blue leaf? Have you had any updated from the supplier?	x		No updates, all through Blueleaf	
Do staff know at what point they need to start using PPE and how to use it?	x		NHS training modules completed by staff	
If you regularly provide personal care and have some PPE stock available, have you planned how to prioritise usage of PPE; which staff should use it? e.g. staff in a child facing roles delivering personal care/administration of hydration and nutrition?	x		NHS training modules completed by staff	

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Are you aware of Local operational and National arrangements for ensuring the supply of PPE? Is this recorded in your main BCP in <i>protocol for managing outbreaks of infections</i> section?	x			
Do your deputies have the name and contact for PPE accessible in the event of senior management absence?	x		RMs/ ATMs, BFM and AHT aware	
Have you reviewed and notified central team of PPE requirements and have you nominated a person to stock control daily?	x		Domestic team monitor and order where necessary. Also inform HT for means of DRA	
Young people	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you reminded the young people of the various ways they can contact internal/external professionals / agency if they are feeling anxious or just need to speak to someone independent?	x		Mobile line available to BSL, Ad hoc sessions available through well-being team daily. Local crisis and support teams numbers shared with all day students	
Have you assessed how the current restrictions may impact upon people and their behaviours/Mental health? Have you considered alternatives to minimise risk?	x		Weekly HPG meetings and occurrence data informing any rises in anxiety and proactive strategizing for individual need	
Have you updated young people's risk management plans where necessary?	x			
Have you planned how to deal with already scheduled specialist medical appointments for young people in your service?	x			
Have you identified non-essential visits to your site and trips which should be postponed/cancelled?	x		Only essential visits to the site taking place, all other meetings held via TEAMS or Zoom	

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Are there any tasks which are not critical which could be paused to enable staff to prioritise their time?	x			
What arrangements are you putting in place to manage previously scheduled contact time for young people?	x		Where safe to do so, scheduled contact time is continuing but LFD testing is in place to ensure safety	
Have you considered how you will manage any necessary admissions/discharges during this period?	x		Admissions and visits continuing under safe parameters including regular LFD testing	
Have you considered how you will support young people's therapeutic needs during this period?	x		Therapeutic interventions have continued throughout the pandemic with little disruption	
Have you considered how will you support young people's educational needs (if appropriate) during this period?	x		Remote learning is in place where necessary alongside face to face learning.	
Have you made alternative education arrangements where possible?	x		Moodle, remote learning schedule and therapeutic intervention are all managed simultaneously with face to face learning to ensure minimal lost learning	
Staffing including preparation for significant shortages	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you reminded staff of the various ways they can contact internal/external professionals/agency's if they are feeling anxious or just need to speak to someone independent?	x		CareTech support line, Health Assured, shared with all staff and encouraged to utilise. CWC employing a well-being therapist for the team to further support anxiety and mental health needs	
Do staff know how to seek medical advice whilst at work and know to notify you if they have a concern?	x			

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Have you ensured that risk assessments are in place for any staff as necessary (those with underlying medical conditions) and staff know to inform you of any changes? Have these been shared with HR?	x			
Have you identified what is the minimum safe staffing level and functions/roles required to safely meet the needs of young people?	x		Covered in contingency planning	
Have you reviewed risks to staff against minimum safe staffing levels to ensure action is taken before staff shortages deteriorate further?	x			
Have you detailed potential alternative sources of staffing (other services/ support services/ agency/other) should levels fall below the minimum safe level?	x			
Have you spoken to your Commissioning Manager and explored the minimum safe staffing levels, whether staffing levels can be relaxed for those in self isolation?	x			
Have you explored the role of your therapy team in this situation and how the members of that team could support delivery of care and support?	x		Already included in contingency planning	
Have you specified contact details of who to advise if staffing has reached a critical level or if this is anticipated?	x			
Have you ensured that your current staff available are also trained to administer medication?	x			

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Have you explored with L&D the continuation of training for the existing staff and the level of mandatory induction for new?	x			
Have you considered how staff travel to work and the impact of changes to public transport?	x			
Self isolation and continuation of service	YES	No	Yes=Action Taken / No=Actions required	Who by
Do you have a home self-isolation plan?	x		Clearly indicated in home planning	
Have you explored the context of staff and young people self - isolating in the same building? What's HR guidance on this?	x			
Have you identified in advance staff who are prepared to stay within an isolated service?	x			
Do you have a plan to monitor staff and young people's health and wellbeing during self – isolation time?	x			
Do you have a plan for how you will assess whether or not staff in self – isolation in your service are fit to continue working?	x			
Do you have a plan for safe storage of staff medication (regular medication) who are currently in self-isolation on site?	x			
In case of actual infection, have you identified support networks to support with supplies/shopping?	x			
Have you considered the practicalities of additional occupation e.g. bedding?	x			

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Do you have arrangements in place for staff if they need to sleep on site during this period?	x			
Will you need to put in place additional arrangements to assist with young people's welfare during this period?	x		College contingency planning highlights allocation of staffing from education and well-being teams	
Have you assessed how you will continue to stock the service with food and drinks to meet individual dietary and nutritional needs e.g. Gluten free?	x			
Where you have difficulties in accessing food, have you taken additional steps to address this? (Contact supermarket management/ escalated to Ops management)	x			
Are there any other steps you need to take/consider to ensure you can operate safely? List those and identify action		x	No actions required	
Other	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you considered how staff will respond if the child goes missing, including any of those young people in self - isolation?	x			
Is the new virtual Independent visitor arrangement working effectively? Is this progressing well? Have the children and staff had the opportunity to participate in the calls/video conference calls?	N/A	N/A	N/A	
Are you aware of what your regulators guidance in terms of COVID – 19 notifications requirements? Are you deputies aware of the requirement?	x			

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Preparation for a potential closure - schools only	YES	No	Yes=Action Taken / No=Actions required	Who by
If your service is instructed to do so – to inform your planning, follow your respective regulator’s guidance, liaise with your Regional Manager and respective MD	x		Included in contingency planning	
Preparation for re-opening - schools only	YES	No	Yes=Action Taken / No=Actions required	Who by
If your service is instructed to do so – to inform your planning, follow your respective regulator’s guidance, liaise with your Regional Manager and respective MD	x		Included in contingency planning	

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