**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** |  | **Name of the Deputy(s)**  **(see the guidance above)** |  |
| **Name of the Registered Manager** |  | **Regulator** |  |
| **Date Appendix updated** |  | **Name of person updating Appendix** |  |
| **Regional Manager / Service Lead** |  | **Managing Director** |  |
| **Registered capacity (number)** |  | **Current number of young people in the service** |  |

|  |  |
| --- | --- |
| **Local Health Protection Team – contact details** |  |

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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? |  |  |  |  |
| Have you seen the young person’s local authority BCP which may contain specific arrangements that could affect your arrangements? |  |  |  |  |
| Are all staff aware of the Caretech COVID19 [microsite](http://covid19.caretech-uk.com/) if they want some answers to their questions? |  |  |  |  |
| Are all staff aware of the [Covid19@caretech-uk.com](mailto:Covid19@caretech-uk.com) email address if they have a question that you can’t answer? |  |  |  |  |
| Are all staff aware that guidance is available from Public Health should they need it?  *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.* |  |  |  |  |

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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)? |  |  |  |  |
| Are all staff and young people aware of how and how often to wash hands? Do you have hand wash posters? |  |  |  |  |
| Do staff and young people know that they need to try not to touch their eyes, nose, and mouth? |  |  |  |  |
| Do staff and young people know what to do when they cough or sneeze? e.g. covering their mouth with a tissue? |  |  |  |  |
| 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? |  |  |  |  |
| Have you been instructed by GP/Nurse to complete young people’s low level observations/checks e.g. temperature? Do you have thermometers available? |  |  |  |  |
| 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). |  |  |  |  |
| 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? |  |  |  |  |
| Do you have sufficient stock of cleaning materials, including hand washing supplies, hand sanitiser and tissues? |  |  |  |  |
| 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/> |  |  |  |  |
| **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? |  |  |  |  |
| Do staff know at what point they need to start using PPE and how to use it? |  |  |  |  |
| 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? |  |  |  |  |
| Are you aware of Local operational and National arrangements for ensuring the supply of PPE? Is this recorded in your main BCP in *protocol for* *managing outbreaks of infections* section? |  |  |  |  |
| Do you deputies have the name and contact for PPE accessible in the event of senior management absence? |  |  |  |  |
| Have you reviewed and notified central team of PPE requirements and have you nominated a person to stock control daily? |  |  |  |  |
| **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? |  |  |  |  |
| Have you assessed how the current restrictions may impact upon people and their behaviours/Mental health? Have you considered alternatives to minimise risk? |  |  |  |  |
| Have you updated young people’s risk management plans where necessary? |  |  |  |  |
| Have you planned how to deal with already scheduled specialist medical appointments for young people in your service? |  |  |  |  |
| Have you identified non-essential visits to your site and trips which should be postponed/cancelled? |  |  |  |  |
| Are there any tasks which are not critical which could be paused to enable staff to prioritise their time? |  |  |  |  |
| What arrangements are you putting in place to manage previously scheduled contact time for young people? |  |  |  |  |
| Have you considered how you will manage any necessary admissions/discharges during this period? |  |  |  |  |
| Have you considered how will you support young people’s therapeutic needs during this period? |  |  |  |  |
| Have you considered how will you support young people’s educational needs (if appropriate) during this period? |  |  |  |  |
| Have you made alternative education arrangements where possible? |  |  |  |  |
| **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? |  |  |  |  |
| Do staff know how to seek medical advice whilst at work and know to notify you if they have a concern? |  |  |  |  |
| 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? |  |  |  |  |
| Have you identified what is the minimum safe staffing level and functions/roles required to safely meet the needs of young people? |  |  |  |  |
| Have you reviewed risks to staff against minimum safe staffing levels to ensure action is taken before staff shortages deteriorate further? |  |  |  |  |
| Have you detailed potential alternative sources of staffing (other services/ support services/ agency/other) should levels fall below the minimum safe level? |  |  |  |  |
| 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? |  |  |  |  |
| Have you explored the role of your therapy team in this situation and how the member s of that team could support delivery of care and support? |  |  |  |  |
| Have you specified contact details of who to advise if staffing has reached a critical level or if this is anticipated? |  |  |  |  |
| Have you ensured that your current staff available are also trained to administered medication? |  |  |  |  |
| Have you explored with L&D the continuation of training for the existing staff and the level of mandatory induction for new? |  |  |  |  |
| Have you considered how staff travel to work and the impact of changes to public transport? |  |  |  |  |
| **Self isolation and continuation of service** | **YES** | **No** | **Yes=Action Taken / No=Actions required** | **Who by** |
| Do you have a home self-isolation plan? |  |  |  |  |
| Have you explored the context of staff and young people self - isolating in the same building? What’s HR guidance on this? |  |  |  |  |
| Have you identified in advance staff who are prepared to stay within an isolated service? |  |  |  |  |
| Do you have a plan to monitor staff and young people’s health and wellbeing during self – isolation time? |  |  |  |  |
| Do you have a plan for how will you assess whether or not staff in self – isolation in your service are fit to continue working? |  |  |  |  |
| Do you have a plan for safe storage of staff medication (regular medication) who are currently in self-isolation on site? |  |  |  |  |
| In case of actual infection, have you identified support networks to support with supplies/shopping? |  |  |  |  |
| Have you considered the practicalities of additional occupation e.g. bedding? |  |  |  |  |
| Do you have arrangements in place for staff if they need to sleep on site during this period? |  |  |  |  |
| Will you need to put in place additional arrangements to assist with young people’s welfare during this period? |  |  |  |  |
| 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? |  |  |  |  |
| Where you have difficulties in accessing food, have you taken additional steps to address this? (Contact supermarket management/ escalated to Ops management) |  |  |  |  |
| Are there any other steps you need to take/consider to ensure you can operate safely? List those and identify action |  |  |  |  |
| **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? |  |  |  |  |
| 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? |  |  |  |  |
| Are you aware of what your regulators guidance in terms of COVID – 19 notifications requirements? Are you deputies aware of the requirement? |  |  |  |  |
| **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 |  |  |  |  |
| **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 |  |  |  |  |