

## CRITICAL INCIDENT PLAN

Life Choices Plus Limited Trading as EveryDay Care at Home in the Community North Tyneside and Newcastle

Head Office The Bradbury Centre 13 Saville St West , North Shields NE29 6QP

**On call for Care at Home Manager 07725321140**

**Care at Home Managers**

**Angie McDine 0191- 2877028 / 07725342702**

**Audra Proud 0191 2877028 / 07813533341**

**Vivienne Kirby 0191-2877028 / 07464677280**

**Susan Bell 0191-2877028 / 07850851253**

**Registered Manager Kerry Parker 07725321139 or 0191 2877018**

Care at home in the community Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
FAILURE OF BROADBAND LINE	As above	High	Low	Aspire provides all ADSL /telephony and can be contacted on 0191 435 9025 or support@aspirets.com	Mobiles can be used when phone lines down Customers have the on call mobile number in case of emergencies	Report fault to Aspire direct
FIRE ALARM FAILURE	Alarm not sounding to alert staff /visitors/contractors. Any fault that would render the system less than 100% effective in detecting and identifying area of fire.	High	Medium	Report fault immediately to Age UK Customer Services team who will log the fault 0191- 2808484  Advise urgency of repair-high importance  Regular fire point and alarm tests by Age UK Customer Service Team  Alarm maintenance and support provided by Data Fire and Security	Age UK staff to initiate Health & Safety building checks morning and evening until the alarm is fixed and in working order	Age UK Managers / Head of service to communicate to the staff / visitors in the office to be cautious as Fire Alarm System is down.

FAILURE OF MAIN DOOR	The door entry system fails and main front door cannot be locked	High	Low	Report the problem immediately to the Customer Services on 0191 2808484 Maintenance sits with Geze.	Remove private and confidential customer and staff files from the building and relocate to Extra Care Schemes	
<b>RISK</b>	<b>Implication / Description</b>	<b>Impact</b>	<b>Probability</b>	<b>Control</b>	<b>Contingency</b>	<b>Action</b>
HEATING FAILURE	No heat in the building	High	Low	System regularly checked and serviced by British Gas under annual contract	Report repair as urgent to Customer Services on 0191 2808484  Staff to be provided with hot drinks. Staff to wear warm layered clothing. Room Temperature to be monitored by Customer Service Team	Relocate to Extra Care Schemes if temperatures are below 15c

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BUILDING UNSAFE	Need to evacuate staff or restrict access to parts of the building	High	Low	Routine and planned maintenance by Age UK Customer Service Team via weekly Health and Safety Checks	Report the situation to Customer Service Manager 0191 2808484 . If not onsite call Dawn McNally on 07720441327 who will lead on all further contacts and actions.  Relocate staff to Extra Care Schemes	IF URGENT- DIAL 999 REQUEST EMERGENCY SERVICES
HEAT WAVE	Excess heat due to adverse weather.	High	Low / medium	Ensure windows and doors are opened where appropriate. Close blinds as needed. Use fans in communal areas.	Encourage staff to dress appropriately,  Age UK staff will inform all staff & customers of the effect of dehydration Temperature monitored BY Customer Service Team	Weather warnings to be issued to all staff and discussed at staff meeting ast of Health & Safety set Agenda.
AVAILABILITY OF ELECTRIC SUPPLY	No or reduced supply to offices	High	Low / medium	Contact Customer Services on 0191 2808484 and report concern / problem	Relocate to the Extras Care Schemes	Notice to be placed on the office main doors informing staff and customers the location of the care at home team
<b>RISK</b>	<b>Implication / Description</b>	<b>Impact</b>	<b>Probability</b>	<b>Control</b>	<b>Contingency</b>	<b>Action</b>
AVAILABILITY OF WATER SUPPLY	None or reduced supply to offices	High	Low	Contact Customer service team on 0191 2808484 who will contact Northumbria Water on 0845 57171100 to report the fault	Staff to use hand gel for use when water not available for hand washing. Relocate to the Extra Care schemes or work from home if the disruption is ongoing for more than 3.5 hours Provide bottled drinking water	Staff should take advice from water company and act accordingly. All areas to be checked following restoration of supply to ensure supply is on.

AVAILABILITY OF MOBILE TECHNOLOGY /IT	Unable to send receive emails and access core systems	Low	Low	Mobile phone available with care team. Contact Aspire on 0191 435 9025 or <a href="mailto:support@aspirets.com">support@aspirets.com</a>	Use alternative methods of communication, eg – telephone.	Contact Aspire direct to log a ticket with the Service Desk
AVAILABILITY OF GAS SUPPLY	None or reduced supply offices	High	Low	Contact Customer services to report the fault 0191 2808484	Relocate staff to extra care schemes/work from home	
<b>RISK</b>	<b>Implication / Description</b>	<b>Impact</b>	<b>Probability</b>	<b>Control</b>	<b>Contingency</b>	<b>Action</b>
GAS LEAK	Explosion	High	Low	All gas appliances are serviced and certificates displayed by Age UK	Contact the Customer Service Manager/Customer Services <a href="tel:01912808484">Tel: 0191 2808484</a> who will contact the gas emergency line on 0800111999 And report Gas leak as emergency Priorities those at most risk due to Physical Health , Mental Health & Mobility Ventilate The Building Consider evacuation procedure	Communicate to all staff Verbally inform any customers / visitors of the concern/problem and inform them that they MUST NOT operate any equipment , lights ect ...
ADVERSE PUBLICITY-PFP	Damage of reputation to Age UK North Tyneside	Medium	Medium	Establish a good relationship with tenants/families/ contractors/media/ visitors/local community and customers. Pro active management of image. Have clear comments and complaints procedure	Utilise Communication at Human Resources. Avoid any comments to any media and refer any queries to Executive Team who are our clear point of entry for external agencies 0191 2808484 Dawn McNally out of hours Dawn Mobile Number 07720441327	Staff to Inform on call, On Call will inform Kerry Parker Head of Care at Home who will liaise directly with Exec Team who will lead on communication with press etc, Staff on site are to be instructed to make no comment .

CIVIL DISTURBANCE	Structural damage to property.	Low	Low	See control measures for building unsafe.	See contingency for building unsafe.-	
ACTS OF VIOLENCE	Emotional / physical stress / violence to staff /visitors	High	Low	See control measures for adverse publicity. Stringent checks regarding the security of the building.	Contact Police/emergency services as required 999. Make safe any damage to property. Report to appropriate authorities.	On call staff to gather information and keep the appropriate records reporting to Manager / Team Leader / Coordinator who will report concerns /problems to North Tyneside Gateway team 0191 6432777 Tel or Newcastle 0191 2788377 Team HR to support with investigations. On Call Manager to support staff/ customers involved, Family where necessary ( via phone or site visit ) Manger to report to CQC if incident ( Death / Safeguarding ect ... .. ) is a reportable notification. record action taken including when problem resolved

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POOR WEATHER	Structural damage to the building	High	Low	Emergency services on 999	Staff on Site to contact customer services 0191 2808484 who will arrange emergency repairs . All repairs are logged with on the Common Drive IN Estates,	See contingency measures for building unsafe. I record action taken including when problem resolved

					Repairs Log. In the event of an emergency staff to call 999 emergency services	
SNOW AND ICE	Staff unable to access customers homes as per normal. Risk of slips and falls causing injury.	High	Low	Age UK are responsible for snow and ice clearing under their Health & Safety Policies for buildings owned or fully occupied by them .  Health & Safety is the responsibility of all.	Grit is available from the Customer Service Team located front of house  During adverse weather conditions All staff are responsible for the checking of the pathways and car park as they enter or leave any building. . Staff MUST report immediately high risk areas (slip hazards) so that grit or salt can be applied immediately	
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INFECTIOUS DISEASES: FLU PANDEMICS <u>Coronavirus</u> NOVO VIRUS	Spread of disease among customers / visitors and staff.	High	Low	. The Recommendation of the Hepatitis B vaccinations for staff follows health and safety/infection control policy. Public Health Guidance Use of personal protective equipment. Increase Cleaning schedule. Weekly refuse collection. Staff trained in Infection control.	Remove/isolate source of infection. Work with public health on 03003038596. Environmental health and medical agencies. Report incidents to N.T.C Gateway team and Newcastle City Council. Inform on call and communicate with customers and visitors. Recommend restricted visiting and appropriate hand washing and other infection control measures. Draft in additional staff cover staff cover as needed to meet the	Inform all customers and NOK. Inform all who visit the scheme. Inform Head of Care at Home who will liaise with Exec team North Tyneside and Newcastle City Councils and local agencies

			<p><b>Wash your hands:</b> wet your hands with clean, running water and apply soap. Lather your hands, including the backs, between your fingers, and under your nails and scrub for at least 20 seconds. Rinse.</p> <p>Advice on effective hand washing displayed in appropriate areas.</p> <p><b>Cover your mouth and nose with a tissue when you cough or sneeze,</b> then throw the tissue in the bin and wash your hands. If you do not have a tissue to hand, <b>cough or sneeze into your elbow</b> rather than your hands. Seek definite diagnosis.</p> <p><b>Seek early medical help as mentioned above</b> if you have a fever, cough and difficulty breathing, and share your travel history with healthcare providers.</p> <p><b>Avoid eating raw or undercooked animal products</b> and exercise care when handling raw meat, milk or animal organs to avoid cross-</p>	<p>customers' needs. Communicate through team meetings, staff briefings to ensure all staff fully informed</p> <p>Written communication to be displayed on staff notice boards and customer notice boards</p> <p>HR support</p>	
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contamination with uncooked foods.

**Coronavirus**

**Coronavirus COVID-19**

**Staff reporting** signs of COVID 19 :

Cough , Shortness of Breath accompanied by high temperature staff must :

**Staff MUST contact GP or 111 , Must not visit A&E or come into work Staff to keep Line Manager informed of illness and official diagnosis**

**Staff returning** from infected countries or location must :

**Inform their Line Manager :  
Self-isolate and avoid contact with other people for 14 days.**

This means not going to work, or other public areas.

**Staff reporting** customers with signs of COVID 19 Cough , Shortness of Breath accompanied by high temperature staff must :

				<p>Staff MUST contact GP or 111, Staff not visit A&amp;E or come into work and follow advice from GP or 111 which will include self-isolation for 14 days after contact. Staff to keep Line Manager informed of wellbeing or any official diagnosis</p> <p><b>Staff reporting</b> customers who alleged they have been in contact with a person diagnosed with COVID 19</p> <p><b>Staff MUST</b> contact their line manager immediately The line manager will contact the customer &amp; family to conform diagnosed The line Manager will contact public health if the customer has been in contact with COVID 19 Staff who have visited customer must not visit A&amp;E or come into work and follow advice from GP or 111 which will include self-isolation for 14 days after contact. Staff to keep Line Manager informed of wellbeing or any health changes or official diagnosis</p>		
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BOMB SCARE	Injury or death to staff and customers.	High	Low	Immediate contact to police on 999	Contact police 999 and give detailed information and wait for guidance.-prepare to evacuate premises.	Advise on call manager.- On Call Manager to report to Head of Care at Home who will liaise with Exec Team, NTC and Newcastle City council
FLOOD (LEAKING PIPES) RADIATORS	Damage to property / electrics / slip hazard / burns and scalds.	High	Low	Regular maintenance checks carried out weekly / quarterly Report repair as urgent to Customer Services on 0191 2808484	Ensure staff are in a safe and dry area, access communal areas if necessary. Advise , staff , visitors that they are not to use the area affected,( Cordon / Isolate where appropriate ) Do not turn on any electrical appliances until checked by electrician. Seek Medical assistance where necessary.	Keep staff informed of the situation. Report to Age UK on call Manager  Record action taken including when problem resolved  Relocate to Extra Care schemes if necessary
<b>Risk</b>	<b>Implication / Description</b>	<b>Impact</b>	<b>Probability</b>	<b>Control</b>	<b>Contingency</b>	<b>Action</b>
FLOODING DUE TO ADVERSE WEATHER. FLOODING TO THE BUILDING / LOCAL FLOODING IN THE COMMUNITY	Damage to property and belongings. Injury and distress to staff , visitors	High	Low	Regular maintenance checks carried out weekly / quarterly Report repair as urgent to Customer Services on 0191 2808484	Relocate to Extra Care Schemes Using the traffic light system identify priority customers Work in Partnership NTC who will liaise with all relevant agencies including local disaster officer	Inform Head of Care at Home who will liaise with Exec team, North Tyneside Council, Newcastle City Council and local agencies Communicate regularly with staff in the community delivering care / support Communicate with customers / families and main carers keeping them informed of delayed visits
STAFF SHORTAGES ALL LEVELS	Delivery of Care Service/ support to customers and stress to staff on duty.	Medium	Medium / High	Use of Staff from other areas of Age UK Extra Care staff and from Wellbeing schemes  Age UK will only use Care Agency staff in emergency circumstances. Agency staff use must be authorised by Head of	Staff to report to Line Manager during office Hours to report absence.) Staff reporting absences Out of Hours report to Age UK 24 hour On Call Manager . The On Call Manager will lead on replacing the staff member to ensure that the project is adequately staffed to meet the needs of the customers. Static rotas are in place.	Age UK On Call 07725321140 .Agency numbers; BS- 0191 2617570 also covers out of hours. Reed 0191 2331381 Ranstad 0191 0191 2331381 Keep customers advised re any delays or changes to call times, advise nok for vulnerable customers Prioritise calls – be aware of any time critical calls- no delay on

	Management shortages			Care at Home Staff reporting absence follow Age UK ( Sickness & Absence policy ) Static rota of staff team Whistle Blowing policy	Cover for long term absence, planned holidays and staff training is completed prior to the shift/ date and time . Age UK will endeavour and where appropriate communicate short notice care / support changes to the customer in advance of their visit  Head of Care at Home who will liaise with Exec team informing them only if the use o Agency staff are required	these calls Advise North Tyneside Council 0191 6432777 & Newcastle City Council 0191 2788377 Number of any problems and our contingency plans  On call to contact on call manager who will liaise with Head of Care
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
STRIKES EFFECTING REFUSE COLLECTION AND/OR OTHER SERVICES	Possible health risks, lack of storage	High	Low	Age UK North Tyneside	Age UK North Tyneside Head office	Age UK staff on site to ensure all waste is stored in bin areas .

COMPLETED BY	Kerry Parker Registered Manager-Homecare Audra Proud Care Manager Angela McDine Care Manager
ROLE	Age UK Registered Care Manager
DATE	04.03.2020
REVIEW DATE	04.03.2021
REVIEWED BY	