

CRITICAL INCIDENT PLAN

<p style="text-align: center;">CROSSGATES Office Hours: 0191 6436782 8am-4pm Duty Desk (if Manager off site) 0191 6435886 8am-4pm Out of Hours Care Call: 0191 2006800</p> <p style="text-align: center;">On Call Mobile for Care Team 07813533355 On call for Care at Home Manager 07725321140</p>			<p style="text-align: center;">EXTRA CARE SCHEME</p> <p style="text-align: center;"><u>PLEASE NOTE THAT Crosssgates is owned by North Tyneside Council and the building is managed Monday to Sunday by North Tyneside and EveryDay Scheme Manager Viv Kirby and care staff.</u> <u>EveryDay provide 24 hour care and support to tenants in the building – both organisations have a Duty Manager on call at all times and he/she will lead and liaise with all other agencies in the event of any incident. Manager North Tyneside Council On Call 0191 2006800 EveryDay On- Call 07725321140</u></p>			
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
SOCIAL ALARM SYSTEM FAILURE (NORTH TYNESIDE COUNCIL PULL CHORD)	Failure could endanger life of tenants	High	Low	<p>All repairs and issues to be reported to North Tyneside Housing officer Lorraine Kerr immediately. Reporting Manager must log concern in the communication diary/record sheet. In the absence of the housing officer The reporting Manager must report the fault / concern without delay to Morgan Sindall 03452000110 Establish timescales for repair, Inform that customers are vulnerable and potentially at risk.</p> <p>Lorraine Kerr housing officer to Regular TEST call point and pull cord tests as part of health and safety weekly / quarterly checks</p>	Report repair needed to Morgan Sindall On: 03452000110 They will lead the repair work and liaise with all relevant agencies	<p>Advise on call On call to inform on call manager On call to check fault has been reported. On call to advise staff on site to Priorities customers most at risk and initiate wellbeing checks each hour Communicate fault to customers raising their awareness. On call to liaise with Morgan Sindall to establish Timeframe of repair and the necessity for continuing well-being checks to customers.</p>

Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
FAILURE OF BT LINE TO SOCIAL ALARM SYSTEM	As above	High	Low	A above Regular call point and pull cord test by Lorraine Kerr Housing officer	As above	
FIRE ALARM FAILURE	Alarm not sounding to alert customers/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 on - 03451414663 Advise urgency of repair-high importance Regular fire point and alarm tests by Lorraine Kerr Housing Officer / Assistant Manager EveryDay	Report fault during office hours to Lorraine Kerr housing officer, in Lorraine's absence report fault to Morgan Sindall 24hrs repairs on: 03452000110 Lorraine Kerr housing officer/EveryDay to communicate to the customers by using the intercom in managers office to inform all customers to be cautious as Fire Alarm System is down Lorraine Kerr Housing officer / Morgan Sindall on call will lead and liaise with all relevant agencies re repair and fire safety for duration of systems failure Advise on call, EveryDay Care staff to initiate Health & Safety building checks morning and evening in the absence of the scheme manager	EveryDay On Call Manager to liaise with Lorraine Kerr Housing Manager in office hours or Morgan Sindall 24hrs repairs 03452000110 and work in partnership ensure the health and safety of the customers , Families , Visitors and staff in Crossgates.
FAILURE OF MAIN DOOR ENTRY SYSTEM	The door entry system fails, making remote entry unavailable.	High	Low	Tenants have fob to gain access to the building. Access also available via intercom system.	Report to Lorraine Kerr Housing Manager 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay.	Display large clear notice on all access doors, inform all customers and identify safe access/ exit in case of emergency- ie fire escape doors. Ensure that exit is clear from

RISK	Implication / Description	Impact	Probability	Control	Contingency	Action
FAILURE OF ELECTRIC DOORS TO SECURE FLAT AREAS	Doors to flat areas fail to open or remain in open position.	High	Low		Report to Lorraine Kerr housing officer 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay.	obstruction and are accessible at all time in relation to fire safety or any emergency. Staff to remain in communal area to monitor security of flats-any breach of security – alert police by 999 Inform customers to be extra vigilant and to safeguard finances and personal belongings Inform Gateway Team or out of hours social work team on 0191 2006800- Inform Lorraine Kerr Housing officer and record in communication Diary Sheets of issue and action taken including when problem resolved
HEATING FAILURE	No heat in the building	High	Low	System regularly checked and serviced Morgan Sindall / Lorraine Kerr housing officer	Report repair as urgent Lorraine Kerr housing officer 07855 505 240.If not onsite call Morgan Sindall 24hrs repairs on: 03452000110 who will lead and Liaise With all relevant agencies. Staff to encourage customers to gather in the main communal lounge if they are willing/able to do so. Staff to provide hot drinks. Staff to support / assist customers to dress warmly with layered clothing. On Call staff to request additional staff if required. Staff to encourage customers to use blanket whilst sitting Room Temperature to be monitored	Keep tenants informed of situation, contact NOK if problem persists. EveryDay on call to inform Head of Care At Home who will liaise with Exec Team and N.T.C social work team. Inform Lorraine Kerr housing officer and record in communication Diary Sheets of issue and action taken including when problem resolved

RISK	Implication / Description	Impact	Probability	Control	Contingency	Action
LIFT FAILURE	<p>The working mechanism fails and the lift is unavailable to use (UNOCCUPIED)</p> <p>The working mechanism fails and the lift is OCCUPIED and at on one of the floor levels.</p> <p>The working mechanism fails and lift is OCCUPIED between floors.</p>	High	Low	<p>System is regularly serviced by Morgan Sindall there is 2 Lifts at this location, Communicate to customers via intercom that the lift is out of order</p> <p>Place a notice and tape across the lift door at each level informing customers, families & visitors that that the lift is out of action.</p>	<p>Report to Lorraine Kerr housing officer 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay. Stress it is an extra care scheme and we have vulnerable and disabled tenants- who need use of lift urgently.</p> <p>Repair contact Morgan Sindall Manager On Call who can raise urgent repair.</p> <p>Record in the communication diary/sheets that lift failure time action taken ,and when date and time problem resolved</p> <p>Telephone -999 on scheme landline or 999 on mobile and report emergency. Fire service may be able to assist.</p> <p>As above</p>	<p>Staff to use OUT OF ORDER notices and display around the building and on the lift at each level. Staff to monitor vulnerable tenants and provide drinks/ meals etc for tenants who have no access to their flats.</p> <p>Lorraine Kerr housing officer and record in communication Diary /Sheets of issue and action taken including when problem resolved</p> <p>Staff to keep customer informed of events via call system, give reassurance. Staff to remain outside of the lift at all times talking and explaining to the customer that the Emergency services have been called.</p> <p>Staff to allow access to the emergency services and provide master key for access to lift door</p> <p>As above</p> <p>Advise all concerned when issue resolved including NOK of family member if customer agreeable and seek Emergency advice f the customer is in shock</p>
SECURITY	CCTV not	Low	Low	System maintained	Report to Maureen Levy housing	Any concerns re security- do not

SYSTEM FAILURE	working			Morgan Sindall	officer0191 6436782. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay.	investigate- call police on 999
RISK	Implication / Description	Impact	Probability	Control	Contingency	Action
BUILDING UNSAFE	Need to evacuate tenants / restrict access to parts of the building	High	Low	Routine and planned maintenance by Lorraine Kerr housing officer and EveryDay	Report to Lorraine Kerr housing officer 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay. <u>who will lead on all further contacts and actions</u>	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.	Tenants encouraged to dress appropriately, staff to assist if needed. Staff to encourage all tenants to increase fluid intake. Staff are aware of more vulnerable tenants and will prompt fluids at care calls Lorraine Kerr housing officer and EveryDay Care staff will inform all customers of the effect of dehydration at Customers meetings and information will also be displayed on communal notice boards.	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 tenants / scheme	High	Low / medium	Report to Lorraine Kerr housing officer 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 without delay. Inform Customers of concern / problem and action taken Priorities customers most at risk and staff to initiate regular wellbeing checks	Lorraine Kerr housing officer / EveryDay Care staff to inform customers NOT to use candles but to use torches wherever possible. Report to Lorraine Kerr housing officer 07855 505 240. If not onsite report fault to Morgan Sindall ON: 03452000110 who will lead and Liaise with all relevant agencies	Staff to take advice from phone operator on length of disruption. Staff to inform customers of power failure and information received by use of the intercom system in Crossgates Housing Managers office Staff to contact families, Social Services (OUT OF HOURS) on 0191 2006800 or N.T.C Gateway Team 01916432777 in event of long term failure. Inform Lorraine Kerr housing officer and record in communication Diary

RISK	Implication / Description	Impact	Probability	Control	Contingency	Action
AVAILABILITY OF WATER SUPPLY	No or reduced supply to tenants scheme.	High	Low	Contact Northumbria Water on 0845 57171100-advise that customers are vulnerable and may need access to bottled water if delay to service lengthy.	Staff to use hand gel for use when water not available for hand washing. Ensure customers NOK advised if water not available within short time frame. Purchase bottled water locally- customers will need to supply cash but water company may supply if asked- staff to distribute. Morgan Sindall 24hr repairs on 0342000110 lead and Liaise with all relevant agencies	/Sheets of issue and action taken including when problem resolved Staff should take advice from water company and act accordingly. Staff to inform customers of the return of the water supply and to ensure taps have not been left on in flats and communal areas. All areas to be checked following restoration of supply to ensure supply is on. Staff to communicate with customers by use of the intercom in Housing Managers office Inform Lorraine Kerr Housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
AVAILABILITY OF TELECOMMUNICATIONS	No or reduced supply to tenants / scheme.	High	Low	Ensure availability of scheme mobile Ensure they are kept charged and in working order.	Use alternative communications, i.e. mobile phones for emergency calls. Inform tenants of situation.	Staff to support tenants if required. Inform all when issue resolved Inform Lorraine Kerr housing officer and record in communication Diary /Sheets of issue and action taken including when problem resolved
AVAILABILITY OF IMT SYSTEMS- PC'S-PFP EQUIPMENT	Unable to send receive emails and access core systems	Low	Low	Mobile phone available with care team.	Use alternative methods of communication, eg – telephone.	Contact the Bradbury Centre 0191 2808484 and report the fault by telephone if unable to log onto HTG Manager reporting systems
AVAILABILITY OF GAS SUPPLY	No or reduced supply to tenants / scheme	High	Low	See Lorraine Kerr Manager Housing control measures for heating failure.	See control for heating failure	See contingency for heating failure.

RISK	Implication / Description	Impact	Probability	Control	Contingency	Action
GAS LEAK	Explosion	High	Low	All gas appliances are serviced by Morgan Sindall and certificates displayed by Lorraine Kerr Housing Manager	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 each customer of the concern/problem and inform them that they MUST DO NOT operate any equipment , TV, Lights or smoke cigarettes
ADVERSE PUBLICITY-PFP	Damage of reputation to EveryDay North Tyneside	Medium	Medium	Establish a good relationships 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 on 0191 2808484. Dawn McNally Chief Executive on 0191 2808492 and out of hours Dawn Mobile Numbers 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.-	

Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
ACTS OF VIOLENCE	Emotional / physical stress / violence to tenants or 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 Assistant Manager / Team Leader / Coordinator who will report concerns /problems to the Gateway 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 etc) as a reportable notification. Inform Lorraine Kerr Housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
POOR WEATHER	Structural damage to the scheme	High	Low	Emergency services on 999 Urgent contact to Morgan Sindall 0342000110	Staff on Site to contact Lorraine Kerr Housing Manager on 0191 6436782 or if not onsite call Duty Desk on 01916435886 or Care Call Out of Hours 0191 2006800 and On Call Manager and will lead on the repair. 999 Call to emergency services	See contingency measures for building unsafe. Inform Lorraine Kerr Housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
SNOW AND ICE	Customers and staff unable to	High	Low	Morgan Sindall and Everyday Care are	Grit is available from Outside of	

	access scheme and grounds as per normal. Risk of slips and falls causing injury.			responsible for snow and ice clearing under their Health & Safety Policies Health & Safety is the responsibility of all	front door or in cupboard opposite cleaners cupboard at Thomas Ferguson The Scheme Manager or Contractor currently grit In the Morning and evening Depending on necessity During adverse weather conditions All staff is responsible for the checking of the pathways and car park as they enter or leave the building. Staff MUST report immediately to Lorraine Kerr Housing Officer and Schemes Manager the high risk slip areas so that this can be gritted immediately. In the absence of the Scheme Manager EveryDay Care staff on site will apply grit and record that this has been done using the appropriate documentation (see EveryDay intranet)	
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
<u>INFECTIOUS DISEASES.</u>	Spread of disease among	High	Low	The Recommendation of the Hepatitis B	Remove/isolate source of infection. Work with public health	Inform all customers and NOK. Inform all who visit the scheme.

<p><u>INCLUDING FLU PANDEMICS</u> <u>Coronavirus</u></p> <p><u>ALL STAFF TO FOLLOW ACTION DISPLAYED IN THE GENERAL OFFICE- THESE WILL BE UPDATED AS SITUATION CHANGES ACTION DISPLAYED FOR DURATION OF ISSUE</u></p>	<p>tenants / visitors and staff.</p>			<p>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. Wash your hands: 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>Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the bin and wash your hands. If you do not have a tissue to hand, cough or sneeze into your elbow rather than your hands. Seek definite diagnosis.</p> <p>Seek early medical help as mentioned</p>	<p>on 03003038596. Environmental health and medical agencies. Report incidents to NTC Gateway team. 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 customers' needs. Communicate through team meetings, staff briefings to ensure all staff fully informed Written communication to be displayed on staff notice boards and customer notice boards HR support</p>	<p>Inform Head of Care at Home Kerry Parker who will liaise with Exec team and North Tyneside Council and local agencies</p>
--	--------------------------------------	--	--	---	---	--

				<p>above if you have a fever, cough and difficulty breathing, and share your travel history with healthcare providers.</p> <p>Avoid eating raw or undercooked animal products and exercise care when handling raw meat, milk or animal organs to avoid cross-contamination with uncooked foods.</p> <p><u>Coronavirus</u> <u>Coronavirus</u> COVID-19</p> <p>Staff reporting signs of COVID 19 : Cough , Shortness of Breath accompanied by high temperature staff must :</p> <p>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</p> <p>Staff returning from infected countries or location must : Inform their Line Manager : Self-isolate and avoid contact with other people for 14 days.</p>		
--	--	--	--	--	--	--

				<p>This means not going to work, or other public areas.</p> <p>Staff reporting customers with signs of COVID 19 Cough , Shortness of Breath accompanied by high temperature staff must : Staff MUST contact GP or 111, Staff not visit A&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>Staff reporting customers who alleged they have been in contact with a person diagnosed with COVID 19 Staff MUST contact their line manager immediately The line manager will contact the customer & 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</p>		
--	--	--	--	---	--	--

				customer must not visit A&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		
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 & Housing Manager on 01912630028 or Duty Desk Manager On Call on 0191 6435886 Or Out of Hours Care Call on 0191 2006800
FLOOD (LEAKING PIPES) RADIATORS	Damage to property / electrics / slip hazard / burns and scalds.	High	Low	Regular maintenance checks done by Morgan Sindall and Housing Manager Lorraine Kerr. Report repair as urgent to Morgan Sindall on 03452000110	. Ensure customer in safe and dry area, access communal areas if necessary. Advise customers , staff , visitors that they are not to use the area affected,(Cordon / Isolate the where appropriate) Do not turn on any electrical appliances until checked by electrician. Seek Medical assistance where necessary.	Keep tenants informed of the situation. Advise NOK Report to EveryDay On Call Manager Report to NTC Social Work team where appropriate or safeguarding team Inform Lorraine Kerr Housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
FLOODING DUE TO ADVERSE WEATHER.	Damage to property and belongings. Injury and	High	Low	Report to Housing Ancor Scheme Manager on 01912630028 Or if out of hours contact	Homecare contact on call Move customers from affected area. Work in Partnership with Lorraine	On call to inform on call manager Inform all customers and NOK. Inform all who are visiting the scheme.

	distress to customers, staff , visitors			Morgan Sindall on 03452000110 and report the flood	Kerr Housing Manager who will lead and liaise with all relevant agencies including local disaster officer	Inform Head of Care at Home Kerry Parker who will liaise with Exec team and North Tyneside Council and local agencies
STAFF SHORTAGES ALL LEVELS	Delivery of Care Service/ support to customers and stress to staff on duty. Management shortages	Medium	Medium / High	Use of Staff from other areas of EveryDay Care at Home Team (Other Extra Care staff and Care in the community staff) EveryDay will only use Care Agency staff in emergency circumstances. Agency staff use must be authorised by Head of Care at Home Staff reporting absence follow EveryDay Sickness & Absence Policy Static rota of staff team displayed in the staff room . Whistle Blowing policy	Staff to report to Line Manager during office Hours to report absence.) Staff reporting absences Out of Hours report to EveryDay 24 hour On Call Manager. The On Call Manager will lead on replacing the staff member to ensure that the scheme is adequately staffed to meet the needs of the customers. Static rotas are in place. Cover for long term absence, planned holidays and staff training is completed prior to the shift date and time. EveryDay will endeavour and where appropriate communicate short notice care / support changes to the customer in advance of their visit Head of Care at Home Kerry Parker who will liaise with Exec team informing them only if the use of Agency staff are required	EveryDay On Call 07725321140 .Agency numbers; BS- 0191 2617570 also covers out of hours. Reed 0191 2331381 Ranstad 0191 2331381 Campbell Court- 0191 4309020 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 these calls Advise Gateway of any problems and our contingency plans On call to contact on call manager who will liaise with Head of Care at Home Kerry Parker.
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
STRIKES EFFECTING REFUSE COLLECTION	Possible health risks, lack of storage	High	Low	Morgan Sindall Lorraine Kerr Scheme Housing Manager	NTC Gateway Team	EveryDay Care staff on site to ensure all waste is stored in bin areas.

AND/OR OTHER SERVICES						
-----------------------	--	--	--	--	--	--

COMPLETED BY	Viv Kirby Care Manager Lorraine Kerr Scheme Housing Manager
Checked	Kerry Parker LCP Registered Care Manager
DATE	16.12.19
REVIEW DATE	16.12.20
REVIEWED BY	Viv Kirby