

Critical Incident Plan

Fontburn Court North Shields NE29 6UG – 0191 2960921 On Call Mobile for Care team 07718106909 On call for Care at Home Manager 07963477815			EXTRA CARE SCHEME			
			<p><u>PLEASE NOTE THAT Fontburn Court is owned by Anchor Housing and the building is managed Monday to Friday (Office Hours) by Anchor Housing Scheme Manager John Cusack</u></p> <p><u>Everyday care at home Provide 24 hour care and support to tenants in the building – Both organisations have a Duty Manager on call at all times or a call centre point of contact they will lead and liaise with all other agencies in the event of any issues to the building or utilities when the Anchor Manager is absent .</u></p> <p>Anchorcall - 01274736531</p> <p><u>Everyday care at home On- Call 07718106910</u></p>			
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
SOCIAL ALARM SYSTEM FAILURE (ANCHOR PULL CHORD)	Failure could endanger life of tenants	High	Low	<p>For the actual Anchorcall system (Pull cords, pendants, and call units in flats, main computer and phone line to Anchorcall in Bradford) there is a system of daily, weekly and monthly checks by Anchor Manager and also quarterly service checks by a contractor.</p> <p>The system also has an orange beacon light that will flash and alert any staff that the phone line to Anchorcall in Bradford has failed or been disconnected in any way. The system has a self-checking facility that will also alert Anchorcall at the other end that the phone line has failed.</p> <p>The use of the system is meant to be just for emergencies, however customers also need to use this system for care</p>	<p>Repairs to the Anchor Warden call system are considered as urgent and are given a high priority and a call out attendance timescale of between 4 and 24 hours. For minor issues, such as failure of pendants, all flats have pull cords as a backup, so could wait until a manager is on duty.</p> <p>If a customer's care is critically dependant on having the call system functioning, then it may be necessary to consider a temporary placement elsewhere, such as a care home or other Extra care buildings, or have staff sit with them until the fault is fixed</p> <p>Anchorcall may already have been alerted to a whole system failure by their end of the system checking for faults automatically, however, any staff or customers should also telephone Anchorcall office (0300 1237101 or 01274 736531) to report the failure, then they will in turn call out an engineer and/or the Anchor</p>	<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 Prioritise customers most at risk and initiate wellbeing checks each hour. Communicate fault to customers raising their awareness. On call to liaise with Anchorcall first, then they will contact the off duty Anchor Manager if they are required to attend. On Call to establish Timeframe of repair and the necessity for continuing well-being checks to customers.</p> <p>Where pendants are not working, ensure that a pull cord is within reach of a customer at all times, by extending the cord or moving the persons chair or bed nearer to cord. If a person is more mobile, but at risk of falls, ask them to pull the cord before attempting to walk and to wait for staff.</p>

				needs such as toilet calls and also to report any urgent repairs or failures. As many customer have regular care calls anyway, they would not be waiting excessively long to be seen. Those who do not have regular care calls are usually deemed as self-caring or independent enough to be able to go out of their flat to summon help or to use their own telephone. Unless they have stipulated so, all customers will get a morning call by staff, which in the event of a warden call failure would be done by going to flats and knocking on doors.	<p>Manager.</p> <p>You will be alerted to the failure of the call system by a flashing amber beacon opposite the main entrance door. The number to ring to report this is on a sign below it. (0300 123 7101)</p> <p>Anchor has its own BCP, copies of this can be accessed on Anchors computer system by Anchorcall and also a copy is kept in Fontburns Managers office in left desk drawer. A further copy will also be e-mailed and regularly updated to Age UK/Everyday Team Leaders.</p> <p>See this BCP for any relevant other phone numbers and contractor details.</p>	Consider gathering those most at risk of falls etc. into one room, such as the communal lounge with a staff member present, until fault is fixed.
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
FAILURE OF BT LINE TO SOCIAL ALARM SYSTEM	As above	High	Low	<p>A above</p> <p>Regular call point and pull cord tests by Anchor Housing</p> <p>Orange beacon light flashes in lobby area to alert of failure and phone number to ring is below this light.</p>	<p>As above</p> <p>See the BCP for any relevant other phone numbers and contractor details.</p>	<p>First action is to telephone the number on sign below beacon (0300 123 7101) and Anchorcall will give instructions to staff and update them.</p> <p>Anchorcall will call BT to report fault and may also ask them to contact the mobile of the on-site carers as well, to do some basic line checks and to update them on their progress. Carers should keep the mobile lines as free as possible and also consider given Anchorcall any of own personal mobile numbers as a backup.</p> <p>Follow the other actions listed in</p>

						section 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	<p>The fire alarm call points are tested weekly by Anchor Manager. The system panel is checked daily when the key safe is checked by the Anchor Manager. Monthly checks on the other associated equipment are carried out by the Anchor Manager. Quarterly servicing on the system is done by a contractor along with the Anchor Manager.</p> <p>All vital electrical systems at Fontburn have an internal battery back-up, as well as a large bank of batteries and an inverter that can power systems for at least 24 hours. The Fire Panel will send out an alarm tone if mains have failed and also send out an audible and visual signal of any individual sensor failures. There is a contractor for repairs; available 24 hours a day, who will be contacted for call outs via Anchorcall.</p>	<p>Report fault to Anchor Manager if on-site otherwise report to Anchorcall on 01274 736531</p> <p>See the BCP for any relevant other phone numbers and contractor details.</p> <p>Everyday care at home 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</p> <p>Anchor Manager or Anchorcall will lead and liaise with all relevant agencies re repair and fire safety for duration of systems failure</p> <p>Everyday care at home staff to initiate Health & Safety building checks morning and evening in the absence of the scheme manager</p>	<p>Everyday care at home On Call Manager to liaise with Anchorcall or Scheme Manager and to work in partnership to ensure the health and safety of the customers, Families, Visitors and staff in Fontburn or Thomas Ferguson Court.</p> <p>Those customers who cook for themselves and those who smoke are at particular risk of fire, so particular attention should be paid to those individuals.</p> <p>Consider reducing cooking where there are high risks and provide brought in meals instead.</p> <p>Contractors are not allowed to carry out any hot work such as brazing or welding during this period.</p>
FAILURE OF MAIN DOOR ENTRY SYSTEM	The door entry system fails, making remote entry unavailable.	High	Low	<p>Tenants and staff have fob to gain access to the building. Access also available via intercom system.</p>	<p>Report to Anchor Manager on 0191 2960921. If not onsite report fault to Anchorcall on 01274 736531 without delay.</p>	<p>Display large clear notice on all access doors, inform all customers and identify safe access/ exit in case of emergency- ie fire escape doors.</p>

					<p>Other doors such as door by stairs can also be used as a temporary entry exit but must not be left unattended.</p> <p>If needed a security person can be hired to man the front door. This will be via one of Anchor's contractors such as: Orbis, Chubb or Solan security. This will need to be authorised by an Anchor Manager. Ring Anchor call who will contact Manager and/or security company.</p>	<p>Ensure that exit is clear from obstruction and are accessible at all time in relation to fire safety or any emergency.</p> <p>Display a notice on front door with the Anchor Managers office phone number on it and Care staff can carry this phone around the building and answer any requests to get into the building. Alternatively, use the AgeUK mobile in the same way and display this on the front door too. Care staff would then have to go down to let people in ask them to wait.</p>
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	<p>If Main Entrance door or door from communal area to flats is closed and fails to open with a key fob, then it can be opened from the other side by someone pressing the opener button on that side.</p> <p>Main Entrance Door is kept locked by a magnet, so failure of electrics will mean that the door can just be pulled open, so it is possible to enter and exit, but security will obviously be compromised.</p> <p>The Communal Corridor door is designed to remain in the open position in daily use, so should remain</p>	<p>Report fault without delay to Anchor Manager on 0191 2960921.</p> <p>If not onsite report fault to Anchorcall on 01274 736531 without delay.</p>	<p>Staff to remain in communal area to monitor security of flats-any breach of security – alert police by 999</p> <p>Inform customers to be extra vigilant and to safeguard finances and personal belongings</p> <p>Inform gateway team or out of hours social work team on 0191 2006800-</p> <p>Inform Anchor Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved</p> <p>Also check that the press button to open the door is not stuck after being pressed in too hard; Press again or turn slightly and button will pop out and door should close.</p>

				open unless a fire alarm sounds. If this door wont satay in open position, the magnetic retainer is likely to be faulty and needs to be reported to Anchorcall for repair as an urgent but not emergency repair.		
HEATING FAILURE	No heat in the building	High	Low	System regularly checked and serviced by Anchor Housing Scheme Manger Contractors carry out quarterly servicing. Contracts are in place for repairs and a system of priority is used.	Report repair as urgent to Anchor Manager on 0191 2960921. If not onsite report fault to Anchorcall on 01274 736531 without delay. 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 Temperate to be monitored Anchorcall will contact relevant contractor for repairs and they will also supply sufficient safe heating for lounge and if necessary all flats.	Keep tenants informed of situation, contact NOK if problem persists. Everyday care at home on call to inform Head of Care At Home who will liaise with Exec Team and N.T.C social work team. Inform Anchor housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
Risk	Implication / Description	Impact	Probabil ity	Control	Contingency	Action
LIFT FAILURE	The working mechanism fails and the lift is unavailable to use (UNOCCUPIED)	High	Low	System is regularly serviced by Anchor Housing there is 1 Lifts at this location, Communicate to customers via intercom that the lift is	Report fault to Anchor manager on 0191 2960921 . If not onsite report fault to Anchorcall on 01274 736531 without delay. Stress it is an extra care scheme	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

	<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>			<p>out of order 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>Lift has a manual hydraulic pump in the lift motor room that can be used to pump the lift upwards or downwards to floor level. This should only be used by Anchor Manager or after consulting lift engineer or Fire Officer. Lift door key in office key safe.</p>	<p>and we have vulnerable and disabled tenants- who need use of lift urgently. 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 A stair lift may be need to be fitted if the lift is going to be off for more than a month. Location Manager will set out time scales and approval. Liaise with anchor Manager for possibility of stair lift fitment.</p>	<p>flats. Inform Anchor Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved Contact Day centres to cancel visits if customers can not get downstairs. If customers are stuck downstairs and can not use the stairs to go up to their flats, then consider making them comfortable downstairs in the lounge until lift is fixed. If failure persists, consider moving customer to another Extra Care building or guest room temporarily.</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. Staff to allow access to the emergency services and provide Lift opener key for access to lift door. Lift Opener key is kept in wall key safe in Anchor Managers office.</p> <p>As above 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>
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action

SECURITY SYSTEM FAILURE	CCTV not working	Low	Low	System maintained by Anchor Housing	Report fault to Court manager. If not onsite call	Any concerns re security- do not investigate- call police on 999
BUILDING UNSAFE	Need to evacuate tenants / restrict access to parts of the building	High	Low	Routine and planned maintenance by Anchor Housing and Everyday care at home	<u>REPORT SITUATION TO Anchor Scheme Manager on 01912960921. If not onsite call Anchor On Call on 01274736531 1 who will lead on all further contacts and actions</u> <u>Anchor Business Continuity Plan will detail any method and places for evacuation.</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 Anchor Scheme Manger and Everyday care at home staff will inform all customers of the effect of dehydration at Customers meetings and information will also be displayed on communal notice boards. Staff to consider postponing certain activities such as housework to minimise heat problems for themselves.	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	Contact scheme manager on 01912960921 or Contact Anchor On Call on -01274736531 and report concern / problem Inform Customers of concern / problem and action taken Priorities customers most	Anchor Housing Manager / Everyday care at home Staff to inform customers NOT to use candles but to use torches wherever possible. Building has an emergency back-up system for essential lighting and some power sockets and supply should last up to 24 hours.	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 Anchor 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

				at risk and staff to initiate regular wellbeing checks	If problems persist then Anchor will supply generators, lighting and heating or consider movement of Customers to alternative accommodation. If Anchor Manager not on site contacts Anchor On Call Repairs on 01274736531 who will lead and Liaise with all relevant agencies	term failure. Inform Anchor 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
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 not advised if water not available within short time frame. Anchor will supply bottled water or bowser if required. Staff to distribute. Advise Anchor On Call on 01274736531 who will lead and Liaise with all relevant agencies	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 Anchor Housing Scheme Managers office Inform Anchor 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. Ring Anchor call on 01274736531 if this is affecting the line to the Warden call system (use mobile phone from staff or any customer if needed)	Staff to support tenants if required. Inform all when issue resolved Inform Anchor housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
AVAILABILITY OF	Unable to send	Low	Low	Mobile phone available	Use alternative methods of	Contact the Bradbury Centre 0191

IMT SYSTEMS-PC'S-PFP EQUIPMENT	receive emails and access core systems			with care team.	communication, eg – telephone.	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 Anchor 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 and certificates displayed by Anchor Housing. Gas supply is restricted to boiler house, so any leak should potentially be restricted to that area, which is separate to any of the flats.	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. Gas shut of valve for supply to all of building is in the boiler room to the right as you enter.	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 care at home	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 0191 2808484 Dawn McNally on Communications Director 0181 2808484 out of hours Elaine Dawn Mobile Numbers 07720441327 Anchor has its own Team. •Inform the reporter that it is Anchor's	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.

					policy to refer media enquiries to the Press Office (known in Anchor as the Communications Team). Say "Please contact Anchor's press office on 07713 085004." This number is manned 24 hours a day.	
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 ect) is a reportable notification. Inform Anchor 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 H21	Staff on Site to contact Anchor Housing Scheme Manager on 01912960921 or if not onsite call Anchor On Call 01274736531 and will lead on the repair 999 Call to emergency services	See contingency measures for building unsafe. Inform Anchor 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 access scheme and grounds as per normal. Risk of slips and falls causing injury.	High	Low	Anchor Housing / Everyday care at home are responsible for snow and ice clearing under their Health & Safety Policies Health & Safety is the responsibility of all Anchor snow and ice risk assessment in place. Main access areas cleared by Anchor Manager when on duty. At other times a large supply of grit is available for anyone to scatter.	Grit is available from Grit bin outside of front door. Anyone can use the plastic bucket and shovel to scatter grit. The Scheme Manager or Contractor currently grit In the Morning and evening Depending on necessity and clear larger areas of snow or leaves. 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	

					Anchor Scheme Manager high risk slip areas so that this can be gritted immediately. In the absence of the Scheme Manager Everyday care at home Staff on site will apply grit and record that this has been done using the appropriate documentation (see Everyday care at home intranet).	
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
<p><u>INFECTIOUS DISEASES. 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>	Spread of disease among tenants / visitors and staff.	High	Low	<p>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. 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>Remove/isolate source of infection. Work with public health on 03003038596. Environmental health and medical agencies. Report incidents to N.T.C 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 Inform Anchor Manager when on duty or telephone 01274736531 if problem requires that Environmental Health are called</p>	<p>Inform all customers and NOK. Inform all who visit the scheme. Inform Head of Care at Home who will liaise with Exec team and North Tyneside Council and local agencies</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 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</p>		
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			<p>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. 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</p>		
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				<p>The line manager will contact the customer & family to conform diagnosed</p> <p>The line Manager will contact public health if the customer has been in contact with COVID 19</p> <p>Staff who have visited 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.</p> <p>Staff to keep Line Manager informed of wellbeing or any health changes or official diagnosis</p> <p>The Recommendation of the Hepatitis B vaccinations for staff follows health and safety/infection control policy.</p> <p>Public Health Guidance</p> <p>Use of personal protective equipment. Increase Cleaning schedule.</p> <p>Weekly refuse collection.</p> <p>Advice on effective hand washing displayed in appropriate areas.</p> <p>Staff trained in Infection control.</p> <p>Seek definite diagnosis</p>		
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	Advise on call manager.- On Call Manager to report to Head of Care at Home who will liaise with Exec

					premises.	Team & Anchor Housing Scheme Manager on 01912960912 or Anchor On Call on 01274736531
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
FLOOD (LEAKING PIPES) RADIATORS	Damage to property / electrics / slip hazard / burns and scalds.	High	Low	Regular maintenance checks Anchor Housing Scheme Manager. Various shut off valves and radiator valves in each flat and other areas. Report repair as urgent on 01274736531	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 care at home On Call Manager Report to NTC Social Work team where appropriate or safeguarding team If radiator leak, try turning off valves on affected radiator. If tap is leaking, there are shut off valves under all sinks, on the incoming pipes. Inform Anchor housing Manager and record in communication Diary /Sheets of issue and action taken including when problem resolved
FLOODING DUE TO ADVERSE WEATHER.	Damage to property and belongings. Injury and distress to customers, staff , visitors	High	Low	Report to housing Ancor Scheme Manager on 01912960921 Or if out of hours contact Anchor on Call on 01274736531 and report the flood	Homecare-contact on call Move customers from affected area. Work in Partnership with Anchor Housing Scheme Manager who will lead and liaise with all relevant agencies including local disaster officer	On call to inform on call manager Inform all customers and NOK. Inform all who are visiting the scheme. Inform Head of Care at Home who will liaise with Exec team and North Tyneside Council and local agencies
Risk	Implication / Description	Impact	Probability	Control	Contingency	Action
STAFF SHORTAGES	Delivery of Care Service/ support	Medium	Medium / High	Use of Staff from other areas of Everyday care at	Staff to report to Line Manager during office Hours to report	Everyday care at home On Call 07725321140

ALL LEVELS	to customers and stress to staff on duty. Management shortages			<p>home Care at Home Team (Other Extra Care staff and Care in the community staff)</p> <p>Everyday care at home will only use Care Agency staff in emergency circumstances. Agency staff use must be authorised by Head of Care at Home</p> <p>Staff reporting absence follow Everyday care at home (Sickness & Absence policy) Static rota of staff team displayed in the staff room. Whistle Blowing policy</p>	<p>absence.) Staff reporting absences Out of Hours report to Everyday care at home 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 care at home will endeavour and where appropriate communicate short notice care / support changes to the customer in advance of their visit</p> <p>Head of Care at Home who will liaise with Exec team informing them only if the use o Agency staff are required</p> <p>Anchor Manager will be available for advice and assistance in emergency situations</p>	<p>.Agency numbers; BS- 0191 2617570 also covers out of hours. Reed 0191 2331381 Ranstad 0191 0191 2331381 Campbell Court- 0191 4309020 or South Tyneside on call on 07587132428 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</p> <p>On call to contact on call manager who will liaise with head of care at home.</p>
STRIKES EFFECTING REFUSE COLLECTION AND/OR OTHER SERVICES	Possible health risks, lack of storage	High	Low	Anchor Housing	Anchor Housing will utilise one of their own contractors to clear any rubbish if needed.	Everyday care at home staff on site to ensure all waste is stored in bin areas.

COMPLETED BY	Kerry Parker Registered Manager- Homecare John Cussack Court Manager Anchor Housing
ROLE	Everyday care at home Registered Care Manager
DATE	5 th January 2015
Reviewed Date	5 th January 2016
Reviewed Date	7 February 2017
Reviewed Date	4 May 2018
Reviewed Date	27 November 2019
REVIEWED BY	Joan Taylor Team Leader John Cusack Fontburn Court Manager Anchor Housing
Review Date	