

Winter 22/23 Planning and Business Continuity

Section A: Building Maintenance

Boilers and Heating Systems

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Does your business continuity plan include procedures and policies for the maintenance of boilers?						
Does your business continuity plan include a protocol for reporting and managing defects in your boiler?						
Do you know who to contact in the case of an emergency regarding your boiler?						

Equipment and Machinery

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Does your business continuity plan include routine maintenance of equipment and machinery such as computers, washing machines, hoists, stair lifts, elevators, nursing care beds and assisted baths.						
Have you checked whether your supplier includes contingency plans for when parts unexpectedly malfunction, in your contracts.						
Do you know who to contact in the case of an emergency regarding equipment and machinery?						

ICT Systems

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments

Does your business continuity plan consider the risk of ICT server failure, ICT telephone failure and digital care system failure?						
Do you have maintenance contracts to provide a prompt response to any ICT server failure, ICT telephone failure and digital care system failure?						
Have you collated the contact details for all the ICT systems your facility uses, for easy access when you require technical support?						
Do you have a list of actions that would be taken to manage day-to-day operational requirements, in the instance of ICT server failure, ICT telephone failure and digital care system failure? E.g., In the event of ICT telephone failure, could calls be transferred to alternative numbers or a (personal) mobile number?						

Power Supply

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Does your business continuity plans consider what provisions are in place to maintain power supply in your building and carry out day-to-day operational requirements, in the event of a power outage?						
Do you know who to contact in the case of an emergency regarding power supply?						

Section B: Food Supply

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments

Does your business continuity plan consider the potential risks of disrupted transport links and delays in food supplies?						
Do you know who to contact in the case of an emergency regarding food supply?						
Does your business continuity plan include a plan of action in the event that you experience delays in specialist foods?						
Do you know who to consult with, if you need to change diets for people with requirements (i.e. GP, dietician)?						

Section C: Pharmaceutical Supplies

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Are supplies of required medications and medical equipment readily available and accessible?						
Does your business continuity plan consider the potential risks of disrupted transport links and delays in pharmaceutical supplies?						
Do you know who to contact in the case of an emergency regarding pharmaceutical supplies?						

Section D: Workforce

Staffing

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Does your business continuity plan include considerations for service capacity in the event staff are unable to get to work due to extreme winter conditions?						
Does your business continuity plan include considerations for service capacity in the event of an outbreak amongst staff?						

Do you have a contingency plan to maintain safe staffing levels? Are your staff aware of the contingency plan?						
Do you know who to contact in the case of an emergency regarding staffing levels?						
Do you know who to contact to escalate a serious issue both in office hours and out of hours?						
Have you considered partnering with other organisations to support workforce capacity?						
Do you have enough bank staff who are able to cover staff shortages at short notice?						
Have you considered overstaffing to cope with staff shortages?						
Do you know of care agencies that will be able to support you with staff shortages?						
Are you aware of the Care Agency Register on Connect to Support?						
Have you considered whether you are able to accommodate staff on site (or nearby) overnight, if extreme weather is predicted?						
Have you implemented a recruitment and retention programme?						
Have you reviewed your reviewed your recruitment and retention programme?						
Have you read Skills for Care's guide to safe staffing ?						

Staff Wellbeing

Action Requirement	Requirement Fully Met (Y/N)	Actions Required to fill the gaps	Team/Person Responsible	Due Date	Status	Comments
Are your staff aware of where they can find mental wellbeing resources?						
Does your management team have up-to-date training on Mental Health Awareness?						

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