

RQIA Workshop

Preparing for Winter Pressures

Be ready for emergencies

September 2018

What should we prepare for??

➤ Snow – January 2018



Widespread disruption caused after heavy snow fell overnight

Overnight, the Maritime and Coastguard Agency assisted the Southern Health Trust in using 4x4s to transport nurses to vulnerable people who were snow-bound in the Warrenpoint and Newry area.

About 23,000 customers had been without electricity at some stage on Tuesday.

- Travel disruption
- School closures
- 4x4 support requested by health to continue home services
- Early closure of some public services and businesses

- Do you have plans to clear your access route?
- What if a resident needs help?

What should we prepare for??

➤ Ex-hurricane Ophelia – October 2017



- 250 roads closed/impacted
- 50,000+ homes lost electricity
- Schools closed for two days
- Early closure of public services and many businesses

- What would you do if your electricity goes off?
- What if staff can't leave/get to work?

What should we prepare for??

➤ North West Flooding – August 2017



- Over 100 people rescued
- 400 houses flooded & businesses/farmland affected
- Significant infrastructure damage

- Is your premise in a flood risk area or are there any nearby issues which might affect access?



What should we prepare for??

- Think about potential causes, then consider what the impact might be e.g.
 - Loss of access
 - Loss of utilities e.g. electricity, water, heating
 - Schools closing
 - Weather warning says people shouldn't travel unless they have to



Some important questions

- Does your home have a business continuity plan?
- Does your home have an emergency plan?
- Have you tested either in the last year?
- Do you know what your internal and external escalation arrangements are if you need more help?
- Do you have a point of contact for your local Trust? What number would you call? Is it different during out of hours?
- **If you are not sure – it's a good time to check!**

Definitions

- Business Continuity Plan: Documented procedures that guide organisations to respond, recover, resume and restore to a pre-defined level of operation following a disruption or incident
- Incident: Situation that might be, or could lead to, a disruption, loss, emergency or crisis
- Every business's plan is different because they all have different aims, objectives and cultures

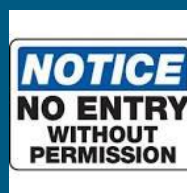
Business Continuity is part of your day to day work

- What could affect your key services?
 - A key member of staff is ill
 - A resident is unwell and needs medical attention
 - Your computer/lift/oven/fridge breaks
 - A key supplier lets you down e.g. catering, agency staff
 - Your water/electricity is turned off for a few hours for maintenance



It can also escalate to deal with bigger issues:

- Several staff are ill
- An infectious disease outbreak
- A burst pipe closes your kitchen
- Loss of electricity/water/phones for more than a day
- A fire
- Evacuation from your site
- Loss of your building



Business Continuity Plan – Key Aspects

- What are your critical services?
- What do you need to deliver these?
- Will you try to prevent something happening to these services or do something now to reduce the potential impact?
- If not, you need a specific plan for an incident
- How will you manage an incident?
- Who is trained to manage and respond to an incident?
- Is the plan embedded for day to day incidents?

Emergency Plan

- An incident occurs
- How do you respond/escalate internally?
- What are the triggers for calling external support?
- What support do you need?
- What will the emergency services/other agencies do to help you?
- What do they need you to do to assist them?
- Once the emergency is over – the business reverts to the Business Continuity Plan:
 - What are your priorities for getting back to normal and how will you do this?

Hints & Tips

- You are best placed to write your plans as you know your home, your residents and your local risks
- You must have a plan for day to day emergencies
- In some emergencies a risk assessment and plan is needed for each individual resident to determine what action is best for them – and this may need done quickly at the time



Hints & Tips

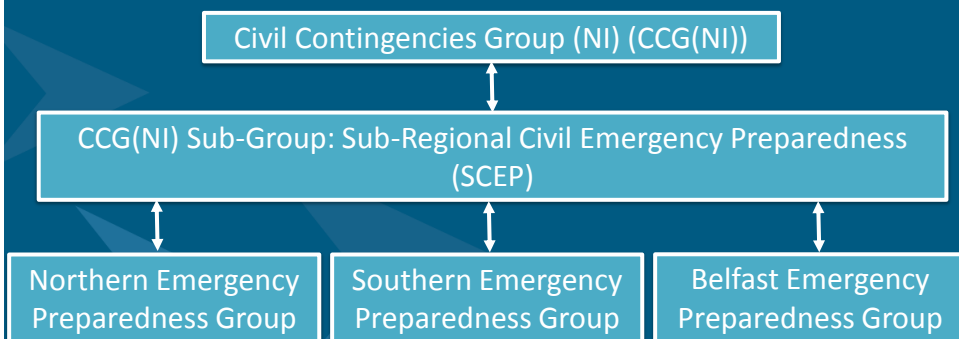
- If your plan says you will do something – write down HOW it will be done and test this with a walkthrough
- Plans must be more robust for night time, weekends and holiday periods
- All plans must be used flexibly by staff who are trained well and know to adjust the plan if needed



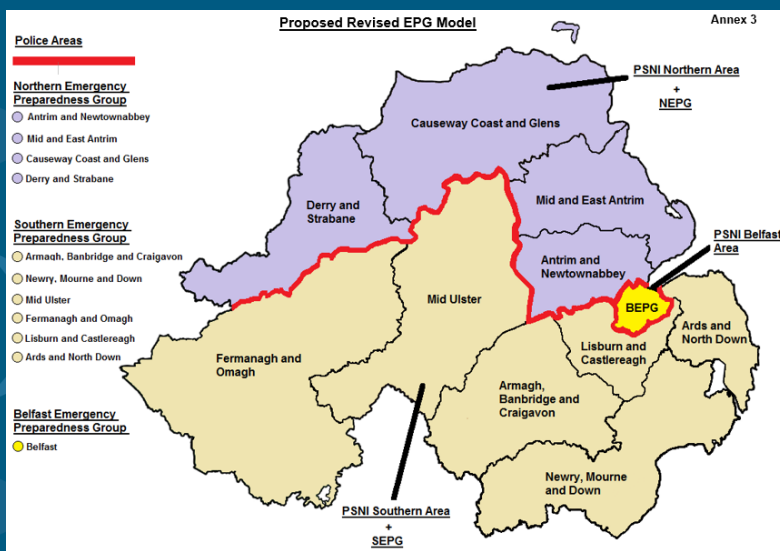
Hints & Tips

- Is there information you need from the external agencies to determine what to write in your plan?
- Don't include an external organisation in your plan without talking to them about it
- If the emergency services respond to your home they need a liaison officer to meet them and provide them with information

Civil Contingencies Planning Structures in NI



Civil Contingencies Structures in NI



Emergency Preparedness Groups (EPGs)

- A multi-agency group to bring together those who can help the public before, during and after emergencies
- Takes an integrated emergency management approach covering all hazards e.g.
 - Severe weather
 - Human and animal health emergencies
 - Fires/industrial accidents/
 - Major transport accidents
 - Public disorder/strikes
 - Loss of critical infrastructure/utilities
- Over 80 organisations take part in the three EPGs



What do EPGs do?

- Conduit to assist organisations to prepare to help each other and the public during incidents. This work includes:
 - Building relationships and contacts (including an emergency contacts directory)
 - Maintaining the local risk assessment
 - Producing multi-agency plans to address these risks
 - Addressing the practicalities of delivering the plans
 - Keeping an eye on what events are in their area
 - Keeping a list of multi-agency incidents and lessons learned
 - Arranging multi-agency training/exercises

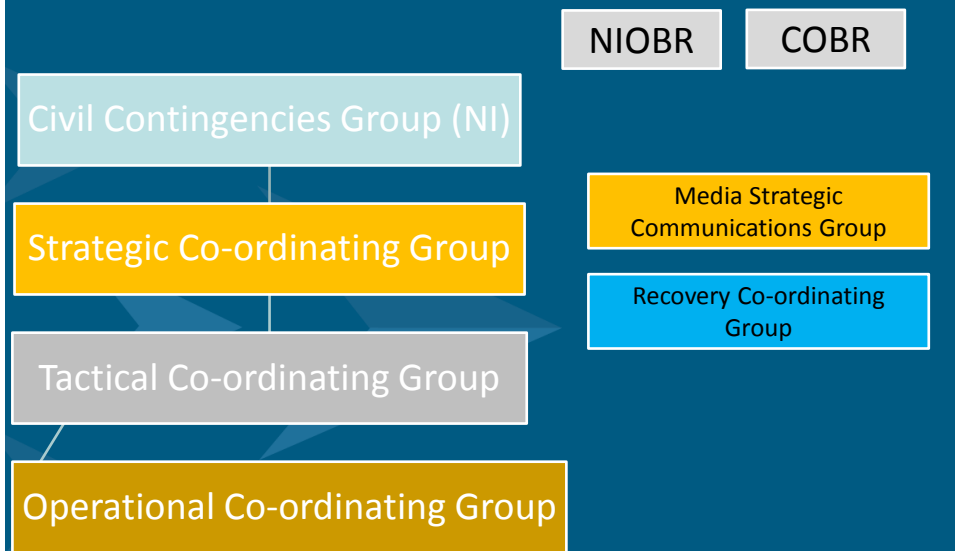
Multi-agency emergency plans

Northern Ireland Civil Contingencies Framework & NI Multi-Agency Plans e.g. local co-ordination, escalation, vulnerable people, fuel, epizootic disease, pandemic flu etc.

EPG Multi-Agency Plans	Generic	Emergency Contacts Directory	Multi-Agency Response Framework	Emergency Support Centres	Public Information & Media
		Mass Fatalities	Recovery	Telecommunications TBC	Voluntary and Business Capabilities Summaries
	Specific Hazard	Flooding	Coastal Flooding	Severe Weather TBC	Local Protocols for Specific Hazards TBC
	Site Specific	Airports/Ports	Offsite plans e.g. COMAH, reservoirs	Community Emergency Plans	Other key sites
Internal Organisational Plans		Major Incident Plans	Mutual Aid Plans	Operational and Service Plans	Business Continuity Plans

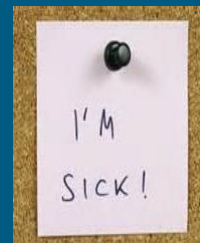
*Those listed as TBC do not currently exist in any format

Response structures in NI



How can you prepare your staff?

- Every week/month, pick a different scenario which might affect your home



How can you prepare your staff?

- Spend five or ten minutes talking through:
 - How it could affect your home
 - What would you do to try to continue as normal
 - Would you need to seek outside help
 - Who could help with this
- Make sure you walk through your response occasionally – it's the detail that will trip you up e.g. the door which is locked out of hours, reliance on a key member of staff who isn't there, not being able to contact the building you have planned to take residents to because it is night time

Let's do a quick example....

- It's 2pm on a Tuesday in November
- It's cold and windy outside and snow starts to fall. Within an hour your nearest road looks like this...



A quick example.....

- Spend ten minutes talking through:
 - Would you have known this was coming?
 - How would this affect your home
 - What would you do to try to continue as normal
 - Would you need to seek outside help and if so, what would be the trigger? Who would you call?
 - Would your answers change if the Met Office had issued an amber warning telling people only to travel where necessary?

Hints & Tips

- You can register to receive weather alerts from Met Office and download their app for more information
- Nursing/residential homes can register on the NI Water and NIE Networks critical care registers
- You can check if you are at risk of flooding at <https://www.infrastructure-ni.gov.uk/articles/what-flood-maps-ni>



Hints & Tips

- It is essential that you have a grab bag with key information e.g. site layout, next of kin/staff contact information, residents medication/care needs
- All staff including bank and agency staff need to be trained in the home's emergency arrangements
- External agencies will not understand the intricate needs of your residents – you need to tell them



Hints & Tips

- Evacuating a nursing/residential home should always be the last option and you still need to support your residents if they are evacuated
- Recent evacuations have shown that public Rest Centres do not have the right facilities for nursing/residential home residents except in the short term
- A joint arrangement for temporary shelter with another home is a good idea

Any questions??

Thank you for listening

If you need any further information
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