

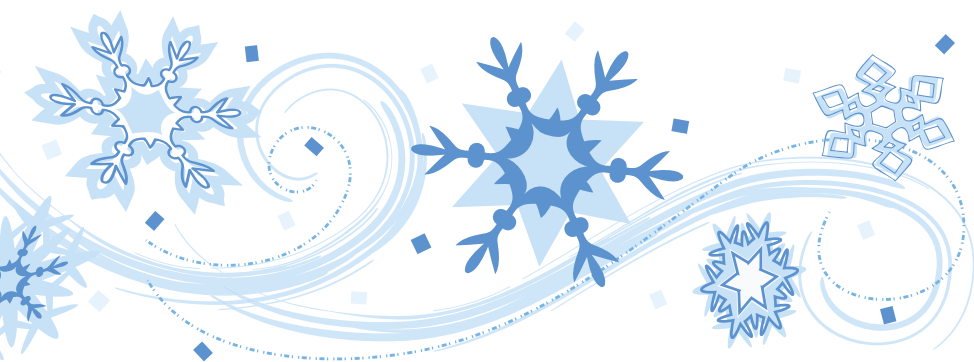
PREPARING YOUR CARE HOME FOR THE WINTER



The **Regulation** and
Quality Improvement
Authority



www.rqia.org.uk



INTRODUCTION

Every year we hear reports of 'winter pressures' on our health and social care services. Effective forward planning can benefit your residents, your service and help to reduce the pressures across the health and social care system.

This guide aims to act as an aide-mémoire to support care homes in their preparation in advance of the winter season.

It highlights the importance of an up-to-date business continuity plan to deal with a range of challenges, including the impact of adverse weather and illnesses such as seasonal 'flu on your service.

Further resources are available online at
www.rqia.org.uk

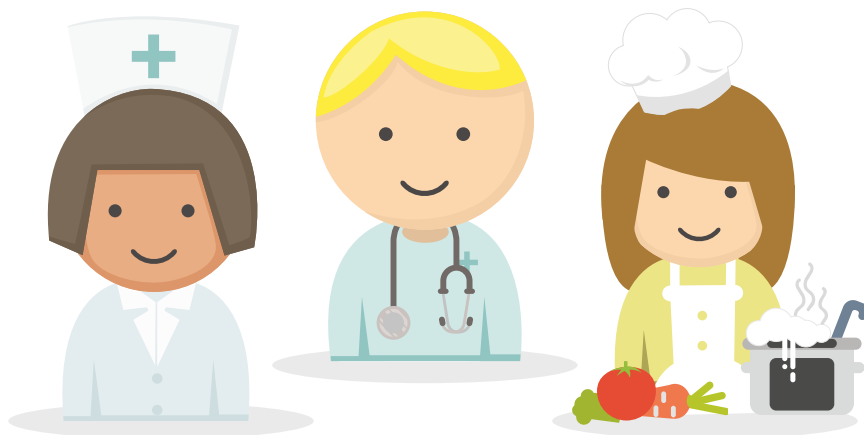
BE PREPARED!

BUSINESS CONTINUITY

A 'business continuity' or emergency plan for your service should be developed, kept up-to-date and tested regularly.

This should detail how you will respond in a crisis, for example extreme temperatures or storms, which may affect the day to day operation of your service.

Ensure you have arrangements in place to support the safe running of your service when staff are unable to attend work, whether through illness or extreme weather events affecting transport.



BE PREPARED!

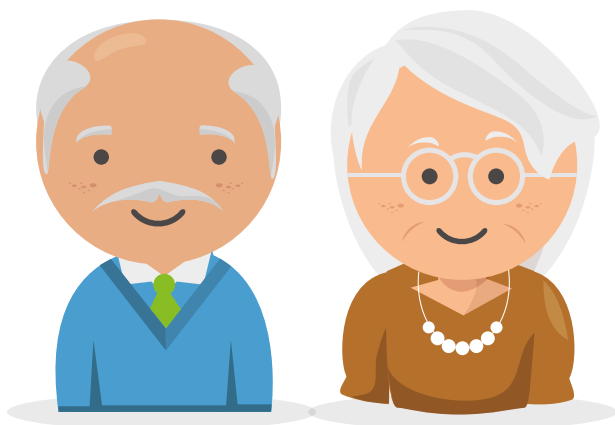
INFECTION PREVENTION AND CONTROL

Good infection prevention and control practices are key to reducing the transmission of infection. Staff should be reminded of their own responsibilities, including the importance of hand hygiene. Your residents should be supported to wash their hands or use hand wipes after using toilet facilities, before eating food and after coughing or sneezing. Your visitors should be reminded and given the opportunity to avail of hand hygiene on entering and moving around the home.

SEASONAL ILLNESS

The risk of seasonal illnesses, such as flu, to both residents and staff can be reduced through a planned vaccination programme.

This may reduce the potential for hospital admission, staff absences, and the associated costs of agency cover.





ADVANCE CARE PLANNING

Regular discussion with your residents on the care they wish to receive is helpful in identifying their concerns and wishes; their values or personal goals for care; and their understanding about their illness and prognosis. This is known as advance care planning. It is helpful in establishing a resident's preferences and wishes for types of care or treatment that may be beneficial in the future, particularly when they become unable to speak for themselves. If the individual wishes, their family and friends may be included. It is recommended that with the resident's agreement this discussion is documented, regularly reviewed, and communicated to those involved in their care.



PLANNED MAINTENANCE PROGRAMME

As part of your planned maintenance programme, in advance of the winter period, please ensure that your heating systems, power supply, catering, medical equipment and ICT services have been checked or serviced.

USEFUL CONTACTS

ORGANISATION

CONTACT DETAILS

The Regulation and
Quality Improvement
Authority

(028) 9536 1111
www.rqia.org.uk

Belfast Health and
Social Care Trust

(028) 9504 0100
www.belfasttrust.hscni.net

Northern Health and
Social Care Trust

(028) 9442 4000
www.northerntrust.hscni.net

South Eastern Health
and Social Care Trust

(028) 9055 3100
www.setrust.hscni.net

Southern Health and
Social Care Trust

(028) 3833 4444
www.southerntrust.hscni.net

Western Health and
Social Care Trust

(028) 7134 5171
www.westerntrust.hscni.net

Health and Social
Care Board

0300 555 0115
www.hscboard.hscni.net

Public Health
Agency

0300 555 0114
www.publichealth.hscni.net

NI Ambulance
Service

(028) 9040 0999
www.niamb.co.uk

Royal College of
Nursing

(028) 9038 4600
www.rcn.org.uk

MY CONTACTS

ORGANISATION

CONTACT DETAILS

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The **Regulation** and
Quality Improvement
Authority

CONTACT US

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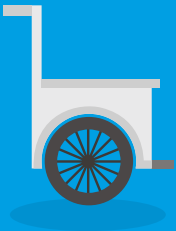
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