

Business Continuity:

Summary Winter Plan 2020-2021

Introduction

New Dawn Care Agency Ltd's Winter Plan is part of our business continuity planning and has been developed to consider and mitigate against winter related risks, including for 2020/21, the Coronavirus pandemic

Purpose:

To ensure that New Dawn is prepared for impacts of winter that may disrupt the service; this includes the impact of a second wave of the coronavirus pandemic, flu and winter weather.

Objectives:

1. To ensure that New Dawn Care Agency Ltd has a winter plan in place to keep the business operating smoothly.
2. To ensure that any local and national guidance or regulatory requirements in relation to business continuity are reflected in the plan at New Dawn Care Agency Ltd and that action is taken, where required, to mitigate any risks; this includes [Adult Social Care: Our COVID Winter Plan 2020-2021](#) and any associated government guidance.
3. To identify potential risks to the business and have plans in place to reduce these risks

Through effective planning and checking of our Winter Plan we aim to:

- Ensure the welfare of our staff, Service Users and visitors
- Maintain clear communication during any disruption
- Reduce the frequency and impact of significant operational disruptions
- Continue to deliver safe, reliable, high quality care
- Fulfil any contractual obligations
- Maintain public and Service User confidence and the reputation of New Dawn Care Agency Ltd

New Dawn Care Agency Ltd will prepare the business to respond to disruptions by:

- Identifying what risks New Dawn Care Agency Ltd is likely to face and what can be done in advance to eliminate or minimise the risks.
- The plan will also consider what to do if, despite planning, the incident still arises
- Learning from past incidents where the ability to provide care has been impacted
- Ensuring that management understand the role they have when the service is disrupted
- Communicating the plan to management and providing a summary to clients, staff and relevant third parties

Responsibilities:

- New Dawn Care Agency Ltd has named the Finance & Operations Director as the lead person for ensuring that a business continuity plan is created, reviewed and updated and maintaining awareness of issues that might affect the business of New Dawn Care Agency Ltd or Service Users and taking appropriate action.
- The Chief Executive has the authority and responsibility for ensuring that New Dawn Care Agency Ltd complies with legal and policy requirements and that New Dawn Care Agency Ltd is prepared to respond to an incident should this occur
- Management have a responsibility to understand their role within the plan and ask for clarification where this is not clear

A copy of the full Winter Plan can be requested via enquiry@newdawncare.com

Business Continuity:

The full Winter Plan covers the following risk areas:

- Winter weather related threats – i.e flooding, heavy snow or extreme cold
- Potential impacts of Brexit - eg any shortages or impacts of changes to the EU workforce settlement scheme
- Winter related highly infectious diseases eg flu, norovirus, and this winter, Covid-19. Potential impacts which have been considered are:-
 - Potential for increased care needs
 - Potential staff shortages due to illness or need to self-isolate
 - No vaccine or vaccine shortages
 - PPE shortages
 - Specifically, in relation to Covid-19
 - insufficient testing available locally,
 - risk of virus transmission (staff, clients, and other household members or visitors to clients)
 - risk of poor recovery outcomes
 - risk to client's well-being of increased isolation
 - potential impacts on staff of working through a novel pandemic
 - risk of shortages (equipment, PPE, clinical waste bags)
- Annual checklist for Service Users – eg property security, maintenance checks on boilers, heating and cooking appliances, insurance cover, plans in event of interruption to gas/electricity/water supplies of phone lines or structural damage to property
- Failure of electricity supplies or telephone lines and the potential impact on operation of the office and/or IT systems
- Due to the demands of a mobile, lone working role during winter months there needs to be closer monitoring of staff well-being; and steps taken to minimize the risks of higher attrition rates in winter (and potentially difficulties recruiting (for the same reasons)) potentially leading to acute staff shortage and impact on delivery of services
- Levels of medical supplies in clients' homes - increased challenges over the winter months and need to plan for extended Christmas/New Year period and impact on GP surgeries and pharmacy opening times.

For each risk area, the Board and management team assessed the likelihood and potential impact. They then reviewed the steps taken previously (eg in the event of roads flooding) and where these were effective, they are listed in the Plan as Control Measures together with any other measures identified as part of this planning process.

Where it was felt that additional measures should or could be implemented, this has also been noted in the Plan as Further Actions which will be implemented in timeframes agreed between the Board and the Registered Manager.