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BCP COVID - 19 Appendix V4 (updated on 08.01.2021) – specific arrangements to manage continuity of service

Guidance

This appendix should be used as your COVID – 19 specific business continuity plan and it must be referenced in your main BCP, so everyone who has access to your BCP knows about the existence of this appendix. This appendix should be reviewed daily and updated as circumstances change/develop, by the Head/Principal or Registered Manager (children’s homes) and saved together with your BCP, ideally on your service shared drive, so your deputy(s) can access it without any issues. Actions taken/required must be collated in the action column to assist you with the planning and monitoring.

The Head/Principal or Registered Manager (children’s homes) owns this appendix, but the additional person (a Deputy) must be identified who for the purpose of this situation and should it be required - will take over the management of delegated responsibilities with the support of their regional manager/service lead. In larger services a group of deputies should be identified and their names listed below. All deputies should be kept updated about the constantly changing situation and they should also be included in the on-going communication with Cambian/Caretech Central Team and their respective MD.

Your BCP together with this appendix should provide a clear guidance for the person taking over the management of the site, so they know who to contact for guidance and support, and can fully understand actions taken to date in order to plan further actions as required.

The success of your business continuity planning lies with the detail you are going to explore and share with your deputy(s) – this appendix will support this process.

Other critical documents e.g. your main BCP, COVID – 19 Dynamic Risk Assessment, Manager On Call rota, staff rota must be reviewed alongside this appendix and where relevant - featured in selected areas of this appendix, so the person taking over is fully equipped to manage the situation going forward.

Use the Footer to record the date.

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Name of the Head/Principal		Name of the Deputy(s) (see the guidance above)	
Name of the Registered Manager		Regulator	
Date Appendix updated		Name of person updating Appendix	
Regional Manager / Service Lead		Managing Director	
Registered capacity (number)		Current number of young people in the service	

Local Health Protection Team – contact details	
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General	YES	No	If Yes – include action taken, if No – identify action to be taken	Who by
Is the DRA submission completed weekly and information submitted accurate [note the questions do change periodically so ensure your submission is up to date, approved and reflects the current position]?				
Are you and your staff aware of the Covid19 Managing through the pandemic? [available on Microsite]				
Is your management team on site able to access the main BCP and this appendix and understand their respective roles in the event of the absence of the Head/Principal/Registered Manager?				

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Have you been notified of any changes made to the LA BCP in relation to second wave of Covid19?				
Are you and your staff aware of the Caretech COVID19 microsite and know how to access it if they need specific guidance or answers to Covid19 related questions?				
Are all staff aware of how to access Covid19 Resource Hub? Do they know what guidance is available there?				
Are all staff aware of the Covid19@caretech-uk.com email address if they have a question that you can't answer?				
Are all staff aware that guidance is available from Public Health should they need it?				
Are you aware of the summary update from our Regulator guidance? [Available on Microsite].				
Visitors	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you and your staff aware of the Visitor's guidance? [available on Resource Hub]				
Do you have the latest version of the Visitor Risk Assessment? [Available on Resource Hub].				
Do you have latest version of Covid19 Visitor sign in sheet (services) and Privacy notice which must be available for all visitors to read before they sign in? [available on Resource Hub]				
Track and Trace	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware that you need to ask your visitors to provide their contact details for the national Track and Trace system? [This is recorded on the Visitors sign in –services, see above].				

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Have you and your staff been encouraged to download NHS Covid app to assist with the national management of Covid19 outbreak?				
Testing	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware of the current Covid19 Q&A Testing guidance? [Available on Microsite].				
Are you and your staff aware of all the other associated guidance including testing protocol, consent/refusal and the whole home testing position? ? [Available on Resource Hub]				
Are you aware of what steps should be taken for testing children and staff in children's homes/care homes and where to go to access information about it? [Available on Resource Hub]				
Testing in schools and colleges	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware of the Mass asymptomatic testing programme in schools and colleges programme and know where to go to find more information about it? [Available on Resource Hub].				
Have you received your LFD kits delivery?				
Do you know who to contact if you have NOT received LFD kits delivery or received insufficient numbers? [Available on Resource Hub].				
If your schools/college remains open (during national lockdown) for key worker children and vulnerable children – are you continuing to implement the mass asymptomatic testing programme?				
Covid Vaccination – service users (according to priority groups)	YES	No	Yes=Action Taken / No=Actions required	Who by

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Are you aware of the Covid19 National Vaccination programme and the priority Groups for phase 1 vaccination and know where to go to find more inform about it? [Available on Resource Hub]				
Are you aware that PHE letters and PHE consent templates are available on the Resource Hub, and that the consent templates can be used where required?				
Once you have received the formal letter from PHE, do you know what to do with the consent form once you have been asked to gather such information for the service users?				
Have you made sure the DRA is up to date with details of the vaccinations completed so far?				
Covid Vaccination – staff	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware of the Covid19 Vaccination programme and the priority Groups for phase 1 vaccination and know where to go to find more inform about it? [Available on Resource Hub]				
Are you aware that PHE letters and PHE consent templates are available on the Resource Hub, and that the consent templates can be used where required?				
Once you have received the formal letter from PHE, do you know what to do with the consent form once you have been asked to gather such for the staff in your service?				
Do you know where to locate the Covid19 Vaccination policy and procedure?				
Have you made sure the DRA is up to date with details of the vaccination completed so far?				

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Infection control	YES	No	Yes=Action Taken / No=Actions required	Who by
Have staff and young people been made aware of the symptoms? (High temperature, fever, new continuous cough, new loss or change of sense of smell or taste)?				
Are all staff and young people aware of how and how often to wash their hands? Do you have hands washing posters/short video about how to wash hands available?				
Do staff and young people know that they need to try not to touch their eyes, nose, and mouth?				
Do staff and young people know what to do when they cough or sneeze, e.g. covering their mouth with a tissue?				
Have you instructed staff about how much information should be shared with the young people and why (in some cases) this might have to be limited?				
Have you been instructed by GP/Nurse to complete young people's low level observations/checks e.g. temperature? Do you have thermometers available?				
Do staff and young people know how to dispose of hand wash towels/tissues? Do you have enough facilities to support this? (Pedal/not touch bins).				
Are the main surfaces on site cleaned every day? E.g. kitchen worktops, dining table, floors and bathrooms, light switches, mobile phones, handles, game consoles, remote control. Have you modified your service's cleaning schedules to reflect on increased frequency of cleaning? Who is managing your reviewed cleaning rota?				
Do you have sufficient stock of cleaning materials, including hand washing supplies, hand sanitiser and tissues?				

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Should you require do you have arrangements in place for a potential 'deep clean'? More information available here .				
Personal Protective Equipment (PPE)	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you registered with the PPE portal here and are you actively placing your COVID19 related orders? If Yes – describe what have been/will be ordered including quantities. Has this been reflected in DRA?				
Are you and your staff aware of the latest Caretech’s [Available on Resource Hub] guidance on the use of PPE featuring Face cover in Education?				
Are you ensuring that where PPE stock top up is required, you do indicate this via DRA submission, so you have sufficient supply for the next 7 days?				
Have you continued ordering your PPE through your regular supplier e.g. Zenith or Blue leaf?				
Are you aware of who is the PPE coordinator for your service? Do your deputies/team leaders know who the PPE Coordinator is and how to contact them in your absence?				
Do staff know when to use PPE and also how to use it?				
If you regularly provide personal care and have some PPE stock available, have you planned how to prioritise usage of PPE; which staff should use it?				
Are you aware of national direction and local arrangements for ensuring the supply of PPE? [Described in the latest PPE guidance; Internal PPE sourcing process section]. Is this recorded in your main BCP in <i>protocol for managing outbreaks of infections</i> section?				

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Have you nominated someone within your service/home to control your PPE stock daily? Do you ensure this is completed?				
Face cover	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware of the current Face cover guidance? [Available on Resource Hub].				
Are you aware of the current DfE guidance in relation to Face cover in Education? [Available on Resource Hub].				
Are you and your staff aware of the current Visitors guidance (which refers to Face cover)? [available on Resource Hub].				
Social distancing	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you aware of the Social Distancing Guidance? [Available on Resource Hub].				
Do you promote national social distancing guidance within your school/home when possible?				
Young people	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you and your staff aware that there is a section on the Resource Hub called: Children which provides useful educational resources and activities ideas?				
Have you reminded the young people of the various ways they can contact internal/external professionals / agency if they are feeling anxious or if they need to speak to someone independent?				
Have you assessed how the current restrictions may impact upon people and their behaviours/Mental health? Have you considered alternatives to minimise risk?				

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Have you updated young people's risk management plans where necessary?				
Have you planned how to deal with already scheduled specialist medical appointments for young people in your service?				
Have you identified non-essential visits to your site and trips which should be postponed/cancelled in the current situation?				
Are there any tasks which are not critical which could be paused to enable staff to prioritise their time?				
What arrangements are you putting in place to manage contact time for young people?				
Have you considered how you will manage any necessary admissions/discharges during this period? Are you of the Admission into services during Coronavirus guidance? [Available on Resource Hub].				
Have you considered how will you support young people's therapeutic needs during this period?				
Have you considered how will you support young people's educational needs (if appropriate) during this period?				
Have you made alternative education arrangements where necessary?				
Staffing	YES	No	Yes=Action Taken / No=Actions required	Who by
Are you and your staff aware of the Covid19 Q&A document (prepared by HR Team)? [Available on Resource Hub].				
Have you reminded staff of the various ways they can contact internal/external professionals/agency's if they are feeling anxious or if they need to speak to someone independent?				

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Do staff know how to seek medical advice whilst at work and know to notify you if they have a concern?				
Have you ensured that risk assessments are in place for any staff as necessary (those with underlying medical conditions) and staff know to inform you of any changes? Have these been shared with HR?				
Have you identified what is the minimum safe staffing level and functions/roles required to safely meet the needs of young people?				
Have you reviewed risks to staff against minimum safe staffing levels to ensure action is taken before staff shortages deteriorate further?				
Have you detailed potential alternative sources of staffing (other services/ support services/ agency/other) should levels fall below the minimum safe level?				
Have you spoken to your Commissioning Manager and explored the minimum safe staffing levels, whether staffing levels can be relaxed for those in self isolation?				
Have you explored the role of your therapy team and how the members of that team could support delivery of care and support?				
Have you specified contact details of who to advise if staffing has reached a critical level or if this is anticipated?				
Have you ensured that your current staff available are also trained to administered medication?				
Are you aware of the Guidance on training and induction? [Available on Microsite]. Have you explored with L&D the continuation of training for the existing staff and the level of mandatory induction for new?				
Have you considered how staff travel to work and the impact of changes to public transport (where this is the case)?				
Managing the outbreak and continuation of service	YES	No	Yes=Action Taken / No=Actions required	Who by

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Are you and your staff aware of the covid19 national/local restrictions – next step available? [Available on Microsite].				
Do you keep yourself updated on a daily basis about any national/local update in relation to Covid19?				
Are you and your staff aware of the Managing the outbreak guidance related to the type of your service? [available on Microsite].				
Do you have a home self-isolation plan for when you need it?				
Have you identified in advance staff who are prepared to stay within an isolated service?				
Do you have a plan to monitor staff and young people’s health and wellbeing during self – isolation time?				
Do you have a plan for how will you assess whether or not staff in self – isolation in your service are fit to continue working?				
Do you have a plan for safe storage of staff medication (regular medication) who are currently in self-isolation on site?				
In case of actual spread of infection, have you identified support networks to support with supplies/shopping?				
Have you considered the practicalities of additional occupation e.g. bedding?				
Do you have arrangements in place for staff if they need to sleep on site during this period?				
Will you need to put in place additional arrangements to assist with young people’s welfare during this period?				
Have you assessed how you will continue to stock the service with food and drinks to meet individual dietary and nutritional needs e.g. Gluten free?				

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Where you have difficulties in accessing food, have you taken additional steps to address this? (Contact supermarket management/ escalated to Ops management)				
Are there any other steps you need to take/consider to ensure you can operate safely? List those and identify action				
Other	YES	No	Yes=Action Taken / No=Actions required	Who by
Have you considered how staff will respond if the child goes missing, including any of those young people in self - isolation?				
Is the Independent visitor arrangement working effectively? Is this progressing well? Have the children and staff had the opportunity to participate in the calls/video conference calls where this is taking place instead of Face to Face visits?				
Are you aware of what your regulators guidance in terms of COVID – 19 notifications requirements? Are you deputies aware of the requirement? [Available on Microsite/ summary update from our Regulators, notification section].				
Preparation for a closure (full or partial) - schools only	YES	No	Yes=Action Taken / No=Actions required	Who by
If your service is instructed to do so – to inform your planning, follow your respective regulator’s guidance, liaise with your Regional Manager and respective MD				
Preparation for re-opening - schools only	YES	No	Yes=Action Taken / No=Actions required	Who by
If your service is instructed to do so – to inform your planning, follow your respective regulator’s guidance, liaise with your Regional Manager and respective MD				

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