



Emergency Planning Policy

Wellbeing Residential Group

Southernwood House



Emergency Planning

Care home name: Southernwood House, Wellbeing Residential Group

Policy Statement

It is an unfortunate fact of life that unforeseen accidents, emergencies and disasters do occasionally occur. Wellbeing Residential believes that it is important that its staff are prepared for such events so that they can respond to them quickly and effectively to safeguard both residents and staff. Wellbeing Residential believes that in such circumstances it is vital that managers and staff know exactly what to do and those preparations are made to cover all eventualities.

Wellbeing Residential group adheres fully to Standard 38: Safe Working Practices, of the National Minimum Standards for Care Homes for Older People.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this homes approach to emergencies in the home.

Emergencies Policy

In Wellbeing Residential Homes:

- It is considered vital that care home staff are prepared for any emergencies that might occur and that plans are in place to cover all possible scenarios and contingencies. This includes plans for:
 - Disasters or Serious Emergencies
 - Accidents
 - Medical Emergencies
 - Short staffing emergencies
 - Winter Emergencies and Power Cuts
 - Heat wave Emergencies
 - Fire
 - Floods
 - Residents Going Missing
 - Infection Control and Public Health Emergencies
 - Security Emergencies
 - Transport Emergencies.
- Wellbeing Residential will be aware of and linked into any local authority emergency plans which cover large scale, serious emergencies in the area around the home, for instance, serious floods or disasters.
- There will be suitable numbers of staff on duty at all times to cover both the day-to-day activities of the home and any emergencies or unforeseen incidents.

- There will be adequate numbers of both suitably trained certified first aiders and appointed persons to cover all shifts worked in the home, both day and night, in order to provide cover for medical emergencies and accidents.
- All residents will have access to an emergency call system with an accessible alarm facility in every room, even in bathrooms and toilets, and wherever necessary particularly vulnerable residents should carry a hand-held alarm.
- Fire procedures, arrangements and policies will be kept up to date and will include provision for the safe, orderly evacuation of the building.
- Carbon monoxide (CO) alarms will be installed as advised by fire prevention professional and staff trained to recognize the symptoms of CO poisoning emergencies.
- Flood warnings will be monitored and the home will work with local authorities and emergency services to be prepared to take any appropriate action required to safeguard the home and its residents in the event of local flooding.
- An evacuation plan will be in place should the need arise to evacuate the residents and staff to a place of safety.
- There will be an up to date policy and procedure to follow in the event of discovering that a resident is missing.
- Any suspected outbreak of infectious disease will be reported immediately to the appropriate authorities.
- Plans and procedures will be in place to be followed in the event of an alert or breach of security or in the event of an attack or aggression directed at a member of staff.
- Adequate provision will be made for care home vehicles and drivers to cover transport emergencies such as accidents and breakdowns.
- Arrangements will be made for the care home manager to be able to draft in extra staff in the event of a staffing shortage or emergency.
- On call+back-up arrangements should be made whereby staff on duty have someone to call in the event of an emergency or if they require extra help.

To reduce the risk of emergencies due to winter, cold, icy and or stormy weather, Wellbeing Residential will:

- ensure that staff have a current list of emergency contact phone numbers for electricity, gas and water suppliers :

Electricity	E-on	T: 0800 056 8090
Gas	GDF Suez	T: +44 113 306 2111
Water	Anglian Water	T: 0845 145 145
- ensure heating equipment is installed properly and that a trained specialist has inspected and serviced it every year

Keith Williams (Heating Engineer) T: 01775 680027 M: 07970 755 387

Stuart Xmas (Plumber) T: 01778 393 259 M: 07948 971 878

Bourne Electrical (Electrical) T: 01778 422 147
- monitor the temperature in residents rooms and communal rooms
- Discourage the use of extra heaters wherever possible by ensuring that the home is kept warm and comfortable through standard central heating.
- have a back up heating plan in case of power cuts. Home is heated by Gas however back up of Electrical halogen heaters with safety devices are available.
- keep on hand extra blankets, flashlights with extra batteries, matches, snow shovel and rock salt

- stock a few days supply of water, required medications, and food that does not need to be refrigerated or cooked
- Have contingency plans for temporarily rehousing residents if it is not possible to keep the home warm

Church Hall

The Vistar

Spalding

01775 722 772

High School

Stone Gate

Spalding

01775 719 749

- A dedicated team of care staff are available on call in the event of an emergency without relying on public or private transport.

To reduce the risk of emergencies due to summer or extreme heat wave conditions, Wellbeing Residential will:

- use care plans to assess which individual residents are at particular risk - and to identify what extra help they might need
- plan ahead to ensure that care and support for those at risk can be accessed
- monitor vulnerable residents to ensure that they are all right, that they are drinking sufficient amounts of water and that they are keeping cool and have their windows open
- Have adequate numbers of fans available.

Emergency phone numbers are as follows.

- In the event of a medical emergency staff should administer first aid as appropriate and call 999 and ask for an ambulance.
- In the event of a fire emergency staff should raise the alarm, evacuate the building and call 999 and ask for the fire brigade.
- In the event of a security emergency or a violent attack staff should call 999 and ask for the police.

Training

All emergency plans will be drawn up with staff involvement and communicated to staff on-going, during regular training and through any appropriate means of communication such as at staff meetings and briefings, etc.

All staff should be made aware of any emergency numbers to ring and %back-up+arrangements.

Signed: _____

Heatwaves

Care home name: The Wellbeing Residential Group

Policy Statement

The Wellbeing Residential Group recognises that heatwaves are becoming increasingly common in the UK and that a policy and procedure should be in place to reduce the risk of heat-related illnesses in service users.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning the Wellbeing Residential Group approach to heatwaves.

Heatwave Policy

A series of preparations should be carried out each year by the end of May.

1. Check that all windows can be shaded, by curtains if possible (metal blinds can make the problem worse) and check that there are no problems with opening windows (security and safety).
2. If you have an air conditioning system check it is serviced regularly and in good working order, if not, consider installing or renting one.
3. Check that staff know which rooms are easy to keep cool and those that are difficult to cool and review the distribution of service users around the building accordingly.
4. Check that you have adequate numbers of fans, thermometers and water sprays.
5. Make sure that water, ice and cold drinks are always available.
6. Liaise with the kitchen staff to adapt menus for hot weather, providing cold meals, salads and fruit - in consultation with service users.
7. Plan ahead to ensure that extra care and support for people at risk can be accessed, by recalling staff on holiday or getting extra help from volunteers and residents' relatives.
8. Make sure you know which residents are most at risk - speak to primary care staff and ask them if any changes to medication or treatment would be needed in a heatwave.
9. Ensure protocols are in place to monitor at risk service users.
10. Check residents have cool, comfortable clothing suitable for hot weather.

In the event of a heatwave the following measures should be taken.

1. Check that all staff know the specific symptoms of heat exhaustion and heatstroke and watch out for signs which could be attributed to other causes, such as difficulties in sleeping, changes in behaviour and tiredness.
2. Staff should monitor service users' body temperature and weight regularly.
3. Staff should try to make the home as cool as possible by keeping curtains and windows closed during the hottest hours and then opening windows once the temperature outside has dropped.
4. Residents should be discouraged from going outside or from any physical activity during the hottest part of the day (11am to 3pm).
5. Residents should be encouraged to reduce the risk of heatstroke by remaining in the cooler parts of the building if possible, wearing loose, cotton clothing, drinking lots of fluids (but avoiding caffeine, very sweet drinks and alcohol), and also regularly spraying exposed parts of the body with cool water.
6. Staff should monitor residents' fluid intake and arrange for cool baths and showers to be available.
7. If a resident is suspected of having heatstroke, staff should call 999 immediately and while waiting for an ambulance they should:
 1. move the person to a cooler place, if possible

2. increase ventilation by opening windows or using a fan
3. cool the person down by sprinkling them with cool water, wrapping them in a damp sheet or giving them a cool shower
4. encourage the person to drink fluids if they are conscious
5. never give aspirin or paracetamol.

Signed:

Date:

Policy review date: