

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE: 22 MARCH 2007

CARE HOMES – CONTINGENCY PLANNING

Report by the Executive Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 To advise Committee of arrangements which have been developed around a structured approach to contingency planning in the event of an emergency necessitating the evacuation of a care home in East Ayrshire.

2. BACKGROUND

- 2.1 The Rosepark Care Home fire in Lanarkshire in 2004 and subsequent incidents involving emergencies in care Homes in East Ayrshire has highlighted the risk factors and practical challenges associated with such events. It is imperative that the Council as the main purchaser of care home places ensure that robust contingency arrangements are in place across independent sector providers and statutory services in the event of a future emergency arising.
- 2.2 The Council has integrated emergency planning arrangements in place with partner organisations including Strathclyde Fire and Rescue, Strathclyde Police and NHS Ayrshire and Arran to plan for and coordinate responses to major incident and emergency situations.
- 2.3 The Care Commission requires care homes to have procedures in place for the safe evacuation of residents in relation to Fire Regulations.
- 2.4 As part of contract monitoring arrangements The Social Work Service holds regular meetings with all care home providers in East Ayrshire. At a recent extended meeting initiated by Social Work, care home providers discussed the issues around contingency planning with colleagues from the Care Commission, Strathclyde Fire and Rescue, NHS Ayrshire and Arran and the Council.

3. CONTINGENCY PLANNING - OUTCOMES

- 3.1 Discussion was structured around the need to identify arrangements for:
 - Immediate response to emergency;
 - Medium term arrangements if return to care home is not possible;
 - Longer term arrangements (including business continuity).

3.2 **Immediate response**

The following points were identified:

- All care homes have evacuation plans in place. but, there was a need to ensure consistency of arrangements.
- There was a need to ensure that detailed information was available and accessible regarding residents' care plans, medication and next of kin contact details.
- A communication protocol should be put in place to ensure appropriate agencies are contacted.

3.3 **Medium Term**

- Reciprocal arrangements could be agreed between neighbouring care homes in the event that an immediate return was not possible.
- Transport issues would require further consideration.

3.4 **Longer Term**

- Care homes need to ensure through their business planning arrangements that business continuity arrangements are in place.
- The Council requires to further develop its strategic approach to commissioning and purchasing to ensure its capacity within contracts to secure appropriate arrangements in the event of an emergency

3.5 A draft template which will capture the relevant information has been circulated to a selection of care home owners for completion on a pilot basis. An example reflecting arrangements at the Council's Ross Court establishment is appended to this report for information.

3.6 The information will be held at central points within the Council including the Community Alarms service to ensure out of hours availability.

3.7 The Council's monitoring arrangements with independent sector providers will be updated to ensure that the information is kept fully up to date.

4. **POLICY/LEGAL IMPLICATIONS**

4.1 The Council has statutory obligations in respect of Emergency Planning and Business Continuity.

5. FINANCIAL IMPLICATIONS

5.1 Nil.

6. COMMUNITY PLANNING IMPLICATIONS

6.1 The joint work in relation to contingency planning supports a partnership approach particularly in relation to the Improving Health and Improving Community Safety themes of the Community Plan.

7. RISK IMPLICATIONS

7.1 Proposals in this report seek to minimise the risk to vulnerable people in residential settings in emergency situations.

8. RECOMMENDATIONS

8.1 Social Work Committee is asked to:-

- (i) endorse the partnership approach being taken towards contingency planning;
and
- (ii) otherwise note the contents of the report.

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Executive Director of Educational and Social Services
ADM/CJ
5 March 2007
Enc (0)

LIST OF BACKGROUND PAPERS

Nil

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ACTION	DETAIL	CARE HOME PLAN
IMMEDIATE		
<p>EVACUATION PLAN TO BE IN PLACE</p>	<p>IMMEDIATE ALTERNATIVE ACCOMMODATION TO BE IDENTIFIED E.G.</p> <ul style="list-style-type: none"> • RECIPROCAL ARRANGEMENTS WITH NEIGHBOURING CARE HOMES, HOTELS OR HALLS, • ACCESS ARRANGEMENTS, • TRANSPORT ARRANGEMENTS 	<p>Helpline Number - 0845724000</p> <p><u>Identified Accommodation</u> West Park Care Home, Standalane Bar, Community Centre,</p> <p>List of East Ayrshire Transport Contacts</p> <p>Ambulance Control</p> <p>List of Community Transport Providers</p>
<p>COMMUNICATION PROTOCOL</p>	<p>WHO DOES WHAT, WHEN AND HOW IN THE EVENT THAT A CARE HOME NEEDS TO BE EVACUATED. SHOULD DETAIL CONTACTS IN</p> <ul style="list-style-type: none"> • THE COUNCIL, • NHS • CARE COMMISSION • POLICE • FIRE 	<p>Senior on duty immediately assesses situation and contact all emergency services then, contact:-</p> <p>List of named East Ayrshire Management Provided for emergency contact.</p> <p>NHS – ADOC notified re- evacuation.</p>
<p>REGISTER OF RESIDENTS INFORMATION</p>	<p>PAPER AND ELECTRONIC – PORTABLE E.G. GRAB BAGS, MEMORY STICKS. SHOULD INCLUDE:</p> <ul style="list-style-type: none"> • RESIDENT CARE PLANS • MEDICATION DETAILS • NOK CONTACT DETAILS 	<p>Staff immediately access mobile telephone, fire register, first aid box, spare keys and the following information on service users which is collated within the fire register e.g.</p> <ul style="list-style-type: none"> • basic care plan • medication Kardex • GP • NOK <p>This information is held within separate folder within fire register.</p>

MEDIUM TERM		
RECIPROCAL ARRANGEMENTS WITH OTHER CARE HOMES IN THE EVENT THAT AN IMMEDIATE RETURN IS NOT POSSIBLE	<ul style="list-style-type: none"> • TEMPORARY PLACEMENT ARRANGEMENTS • PROVISION OF CARE INFORMATION 	Emergency controller would access the emergency vacancy list for placements, which is held by managers .
TRANSPORT ARRANGEMENTS FOR TRANSFER OF RESIDENTS	<ul style="list-style-type: none"> • TRANSPORT OF RESIDENTS AND PERSONAL EFFECTS 	As stated above within Fire Register .
LONG TERM		
REDEPLOYMENT OF STAFF	<ul style="list-style-type: none"> • RECIPROCAL ARRANGEMENTS WITH OTHER CARE HOMES TO ENSURE CONTINUITY OF CARE 	EAC staff would maintain daily contact with service users within private sectors.
FINANCIAL STRATEGY	<ul style="list-style-type: none"> • TO COVER THE EVENTUALITY OF LENGTHY CLOSURE INSURANCE COVER. 	Service users would require to be placed within the private sector. Staff re-deployed within other fields.
BUSINESS CONTINUITY PLAN	<ul style="list-style-type: none"> • EVACUATION PROCEDURES WITHOUT EMERGENCY SERVICES. • PROCEDURES IN PLACE TO DEAL WITH A SUDDEN REDUCTION IN STAFF E.G. PANDEMIC FLU 	As above to carry out set procedures. Ross Court Resource Centre staff to report for duty and deployed where needed. Managed by senior management.