PHSSL CARE LIMITED

CONTROLLED POLICY

A03 – BUSINESS CONTINUITY AND EMERGENCY PLANNING POLICY

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Policy Owner	PHSSL Care Limited
Approved By	Lade Awosika, Director
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Status	Controlled Document
Applies To	All PHSSL Care Limited staff, workers and relevant contractors
Supersedes	New policy

1. Purpose

This policy sets out how PHSSL Care Limited will prepare for, respond to and recover from events that could disrupt safe care and support. Its purpose is to protect people receiving care, staff and essential service functions and to maintain continuity of critical care wherever reasonably practicable.

2. Scope

This policy applies to all PHSSL Care Limited staff, workers, managers and relevant contractors and to all service arrangements, including care delivered in people's own homes and supported-living settings where applicable.

3. Policy Statement

PHSSL Care Limited will maintain proportionate business-continuity and emergency arrangements based on foreseeable risks. The organisation will prioritise life, safety, essential care, medicines, communication and the needs of people who may be particularly vulnerable during disruption.

4. Legal and Regulatory Framework

This policy will be implemented with regard to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, including Regulations 12, 15, 17 and 18 where applicable; the Civil Contingencies Act 2004 where relevant to partnership arrangements; the Health and Safety at Work etc. Act 1974; the Management of Health and Safety at Work Regulations 1999; applicable fire-safety requirements; UK GDPR and the Data Protection Act 2018; CQC guidance; and relevant local emergency-planning arrangements.

5. Business-Continuity Planning

PHSSL Care Limited will maintain a business-continuity plan identifying essential functions, key contacts, escalation arrangements, priority service users, alternative working arrangements and recovery actions. The plan will be reviewed when services or risks materially change.

6. Risk Assessment and Preparedness

Foreseeable threats will be considered, including severe weather, flooding, fire, utility failure, telecommunications or IT failure, cyber incident, infectious-disease outbreak, transport disruption, staff shortages, premises loss, equipment failure, supplier failure and other local or national emergencies.

7. Prioritisation of Care

During significant disruption, care will be prioritised according to assessed need and risk. Management will consider essential personal care, medicines, nutrition and hydration, safeguarding, mobility, clinical or health risks, people living alone and the availability of informal or professional support.

8. Emergency Leadership and Escalation

The Director, Registered Manager or designated senior person will coordinate the organisational response. Staff must know how to escalate urgent concerns and how to contact the on-call or management arrangements relevant to their role.

9. Communication During Disruption

PHSSL Care Limited will communicate relevant information promptly to affected people, representatives, staff and professionals where appropriate. Communications will be factual, proportionate and protect confidential information. Alternative communication methods will be considered if normal systems fail.

10. Staffing Shortages

Where staffing levels are disrupted, management will assess risk, redeploy appropriately competent staff where possible, use approved contingency staffing arrangements and prioritise essential visits. Staff must not undertake tasks beyond their competence simply because of an emergency.

11. Severe Weather and Transport Disruption

Management will monitor relevant conditions and consider travel safety, visit prioritisation, alternative routes, revised timings and communication with people receiving care. Staff should not place themselves or others at unreasonable risk while travelling.

12. Utility Failure

Power, gas, heating or water failure may create significant risks. Staff must report concerns promptly, support immediate safety measures within their role and escalate where a person's health, medicines, equipment, heating, food, water or ability to remain safely at home may be affected.

13. IT, Telephone and Cyber Disruption

Contingency arrangements will support access to essential information and communication when electronic systems are unavailable. Paper or alternative records may be used where authorised. Information created during downtime must be transferred or reconciled securely when systems are restored.

14. Loss of Office or Base

If the main office or operational base cannot be used, management will activate alternative arrangements for communication, records access, coordination and essential administration. Confidentiality and information security must be maintained.

15. Infectious-Disease Outbreaks

During outbreaks or public-health emergencies, PHSSL Care Limited will follow current national and local guidance, assess staffing and PPE needs, maintain infection-control measures and communicate changes to relevant people and staff.

16. Fire and Evacuation

Staff will follow applicable fire-safety arrangements for the setting in which they are working. Immediate life safety takes priority. Emergencies must be reported and escalated in accordance with PHSSL Care Limited's Fire Safety and incident-reporting procedures.

17. Medical Emergencies

Staff must obtain emergency medical assistance when required and provide support within their competence and training. Relevant care information should be made available to emergency responders where lawful and necessary.

18. Medicines and Essential Supplies

Continuity planning will consider access to medicines, MAR information, PPE, essential care equipment and other critical supplies. Shortages or interruptions that may compromise safety must be escalated promptly.

19. People Using Essential Equipment

Care planning and contingency arrangements should identify people who rely on essential equipment or services. Where disruption could create immediate risk, staff must follow the person's care plan and escalate to management, emergency services, health professionals, suppliers or utility providers as appropriate.

20. Safeguarding During Emergencies

Emergency conditions do not reduce safeguarding responsibilities. Staff must remain alert to abuse, neglect, self-neglect, exploitation, abandonment or unsafe care arrangements and follow PHSSL Care Limited's safeguarding procedures.

21. Information Governance During Emergencies

Only information necessary for safe and lawful continuity of care should be shared. Emergency working arrangements must continue to protect confidentiality, secure records and comply with data-protection requirements as far as reasonably practicable.

22. External Agencies and Commissioners

PHSSL Care Limited will cooperate with emergency services, local authorities, commissioners, health partners, CQC and other authorised bodies where required. Significant disruption will be reported or notified externally when applicable requirements are met.

23. Recovery and Return to Normal Operations

After disruption, management will coordinate a safe return to normal service. This will include reconciliation of records, outstanding visits or actions, staffing arrangements, equipment or system checks, communication with affected people and review of unresolved risks.

24. Post-Incident Review and Learning

Significant disruptions will be reviewed to identify what happened, what worked, what did not work and what should change. Lessons will inform business-continuity plans, risk assessments, training, policies and future preparedness.

25. Testing and Exercising

Business-continuity arrangements will be tested or exercised at suitable intervals and after significant changes where appropriate. Testing may include contact cascades, tabletop exercises, system downtime scenarios or review of emergency procedures.

26. Staff Responsibilities

Staff must understand relevant emergency arrangements; keep contact details current; report disruption promptly; follow management instructions and care plans; protect confidential information; record significant actions; and participate in training or exercises where required.

27. Management Responsibilities

Management will maintain and review continuity arrangements, identify priority risks, ensure access to essential contacts and information, coordinate emergency responses, communicate with stakeholders, monitor service impact and ensure learning is acted upon.

28. Related PHSSL Policies

- A01 Governance and Quality Assurance Policy
- A04 Records Management, Confidentiality and Data Protection Policy
- B01 Safeguarding Adults Policy
- B02 Safeguarding Children and Young People Policy
- C04 Lone Working and Staff Safety Policy
- D02 Medicines Management Policy
- D03 Infection Prevention and Control Policy
- E01 Health and Safety Policy
- E02 Accident, Incident and Near-Miss Reporting Policy

- E03 Fire Safety Policy
- E04 First Aid and Medical Emergencies Policy
- F01 Information Sharing and Communication Policy

29. Review and Document Control

This policy will be reviewed at least annually and sooner following a significant emergency, exercise, service change, regulatory change or identified weakness. The current approved electronic version is the controlled master. Printed or locally saved copies are uncontrolled unless specifically issued and recorded as controlled copies.

Approved by	Lade Awosika
Position	Director
Approval method	Approved electronically
Approval date	September 2026
Next review date	September 2027