

# Corona Virus Business Continuity Management Plan

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## Overview

This Corona Virus Business Continuity Plan (BCP) has been developed to counteract systems failure in the case of an outbreak of corona virus within Jamores Homes

This includes:

- Providing facilities, services and support to enable the business to function
- Providing critical IT applications and infrastructure necessary to support critical service delivery

Underpinning the plan is ensuring that:

- The most appropriate personnel are brought together to manage the immediate effects and the wider implications of an outbreak

The planning assumptions and guidance used come from the government website:

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-residential-care-provision>

## Covid-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

## Symptoms of covid-19

- a high temperature (37.8°C or above) – you feel hot to touch on your chest or back.
- Muscle aches, sore throat, headaches
- a new, continuous cough – this means you've started coughing repeatedly

## Current Situation

### Coronavirus

See appendix for Jamores Homes Covid-19 Policy statement.

## **Current business priorities**

1. Keep young people in Jamores Homes safe and cared for
2. Maintain young peoples' education
3. Maintain young peoples' therapy
4. Keep Jamores Homes running
5. Keep staff safe
6. Service continuity as best as possible

## **Likely Impacts on Business Activity**

### **Staffing and absences**

One of the most important business impacts of the Coronavirus pandemic is highly likely staff absences. Staff could be:

- ill with Coronavirus, or ill for other reasons (normal sickness levels)
- caring for others who are ill, or caring for their own children if their school is closed
- delayed due to transport and other possible difficulties
- absent due to other reasons, e.g. fear or avoidance of infection

The number of people who will fall ill at any time is difficult to predict. Many factors affect the rate of spread of the infection, including local circumstances, personal attitudes and behaviour. Also, the characteristics of the virus, its severity and ease of transmission, may change. Although exact predictions are not available, for planning purposes it is prudent to consider how we would respond to all absences of 25 to 30 per cent, and absences of 35 to 45 percent during the worst fortnight.

### **Suppliers, subcontractors**

While suppliers and subcontractors could both be affected, Jamores Homes is not dependent on either one to an extent to which this poses any significant business continuity risk.

### **Commitments and reputation**

Jamores Homes does not currently have any additional commitments beyond caring for the children already placed in our care, though this will need to be reviewed weekly as future placements could be impacted also.

## **Planning and Responding**

Critical day to day activities, the personnel who support them and Jamores Homes response

### **Caring for the young people**

A shortage of staff will be dealt with as follows (in order of priority)

- Ask existing staff to cover with overtime.
- Staff “task force” organized and prepared to cover absences across the homes
- Use agency staff to cover staff absence (last resort)
- Ask managers to work shifts to cover any gaps. They are all aware that this is a priority.
- In an extreme emergency, it may be necessary to reduce the staffing ratio. This would be done on a case by case basis with agreement from the placing authorities.

### **Keeping the head office running (administration team, HR, IT)**

- For HR – this will continue to be covered by the Quality Assurance Team, otherwise, non-critical HR issues will need to be postponed.
- All staff will take up any administration tasks, over and above their usual workload, to support the business needs of the individual homes while short staffed due to sickness.
- In an extreme emergency the directors will dedicate a proportion of their day to helping with essential administration.
- For IT, Egnyte can be managed remotely. If Egnyte becomes inoperable, all records will be recorded on word documents and scanned and uploaded to Egnyte once it becomes operational again. Any IT hardware orders will be managed by head office to ensure the reduction of risk to those receiving these items at the individual homes.

### **Providing therapy for the young people and consultancy to teams (therapists)**

Jamores Homes currently has therapists who work across the services to provide direct therapy sessions to young people and consultancy to their teams.

As a young person’s engagement in therapy sessions takes place in the context of their established relationship with their therapist, it is not appropriate to simply cover planned sessions with another therapist.

1. For short term absence (up to 3 weeks) postpone non-essential therapy requiring ongoing contact with the young person’s therapist
2. For longer absence (3-8 weeks) the other therapist to be contacted to cover consultancy to young person’s care team and provide the option of a regular ‘listening ear’/low intensity support session for the young person until usual therapist can resume sessions.
3. Postpone all cross-home therapy sessions, therapists to provide telephone consultancy to teams if required.
4. Therapist to be based at their primary home and provide support remotely to their allocated children.

### **Responding to referrals (various senior managers)**

This is currently handled by the QAT, Operations Manager and RI. Should one or all of these staff members become ill, we will make a decision on whether processing referrals would need to be postponed.

## **Communications**

In the event that over 10% of the workforce goes off sick, senior management will have weekly meetings or teleconferences, as appropriate on Monday mornings at 11:00, so the situation can be monitored closely and managed appropriately.

Normal e-mail communication should remain unaffected regardless of the staffing situation.

## **Flexible Working Hours**

When the decision is eventually made to close schools, this will inevitably have serious potential impact on staffing, as parents may struggle to find childcare.

In this instance, we have agreed to consider whether there will be a need to review working hours to further improve chances of staff attending for work.

We will advise that all managers consider breaking long day shift to earlies and late. Managers to also consider providing foldable sleep beds, should there be the need for implementation of sleep-in shifts in those services who do not currently practice this.

Managers to consider using all available spaces within their homes to ensure we can accommodate changes to staffing cover, including lounges, offices, log cabin etc.

There is a high risk of lone working within the homes. This decision should be made in consultation with senior managers and the QAT.

## **Children External Activities**

All external social activities to be suspended where possible until further notice. This decision will be kept under daily review as we get further guidance from the government.

Children should be advised to stay away from unnecessary social contacts outside the home, as much as we cannot stop children from coming in and out, we need to ensure all children have the necessary information to keep themselves safe.

We will offer various indoor activities to minimise risk of boredom for the children during this period.

Where we become worried about the whereabouts of a child, who could potentially spread the virus, their individual missing protocol to be followed immediately, advising the police of the risk to others from that child.

## **Visitors to the Homes**

All visits to be home to be avoided until further notice. Contractors, builders etc to be placed on hold unless in an emergency.

Prior to permitting entry to the homes, all visitors must confirm that they do not have any symptoms of infections and have not been asked to self-isolate.

All visitors must be advised to use antibacterial alcohol gel or wash their hands with soap and water on entering and exits to our homes.

## **Meetings and face to face training**

All meetings and face to face training to be suspended until further notice. All training to be facilitated using internet facilities including e-learning, workshops via Skype, Zoom etc.

## **Contacts**

Managers to seek clarification from placing authorities (in writing) on how they wish for us to review contact arrangement currently in place now. All care plans to be reviewed to reflect any agreed changes.

## **Risk Assessment (Covid-19)**

Individual risk assessment for Covid-19 to be raised for all young people in our care. As you will appreciate, this infection will affect individual child in different ways depending on any underlying/existing health conditions.

All “at greater risk” children to be notified to Quality Audit Team immediately.

## **Self-Isolation**

Where a child develops symptoms of the virus within the home, as advised by government, the entire house need to self-isolate for 14days. This poses a challenge to us as managers of our homes i.e. if the staff members present in the home at the time have childcare responsibilities of their own, they may refuse to self-isolate at work. This also means they carry a risk of further spreading the virus to others in the community and their own families.

Should this situation occur, managers to ensure they identify staff who will be happy to split cover the home for these periods of time, perhaps, 2 teams supporting the children during this isolation. This decision will be taken with senior management on case by case basis.

## Self-Isolation Homes – Confirmed cases

We have identified a few homes that could be used for self-isolation should the need arise. There may be a need to move children to a different home if we have a confirmed case of the virus. Part of our planning is to use the homes where there are no occupancy or low occupancy should we need to. This may mean moving children to a different home at short notice to manage an outbreak within Jamores Homes. This will be discussed and agreed with local authorities on a case by case basis.

## Quality Audit Team (QAT)

Our quality audit team will concentrate their efforts on supporting individual homes and assisting with coordinating our responses to this rapidly changes situation.

All quality audit inspections will be completed remotely via Egnyte. All managers to ensure their electronic records are up to date to support this process.

## Medication Policy

We have updated our medication policy. Homes are now permitted to stock paracetamols and Calpol in their medication cabinets. [This will only be administered to children following advice from a pharmacist or NHS online.](#)

## Notifications

All suspected and confirmed cases of covid-19 must be reported immediately to the QAT team. You may do so via telephone call to

Tel: 02084320842, 02083110090

Email: [gat@jamores.co.uk](mailto:gat@jamores.co.uk)

The QAT team now maintains sickness register to monitor all sickness across Jamores Homes. They will consider where a notification to Ofsted and LA are imminent and will do so where appropriate.

QAT will also take responsibility for weekly notification/updates to LA (where this has been requested) on situation within our homes.

## Evidencing

All evidence should be kept and maintained of any actions that you are taking to mitigate against or deal with an outbreak of corona virus.

## **Partnership working**

The QAT are considering fostering links with other providers locally, we are considering support and collaboration in areas such as staffing etc. we will update you with the progress on this.

## **Staff Tasks Force**

We have set up a coordinated approach to managing our staffing resources. We have set up a team of staff (see attached) who will be on standby every week; available to cover across the homes where needed.

## **Essential Supplies**

We have ensured that all essential supplies for the homes have been secured. Managers will continue to review the situation to ensure basic provision for children is not affected.

## **Annual Leave**

Authorisation of annual leave to cease with immediate effect. Except for those that has been pre-approved, all future annual leave approval to be suspended. All leave requests at every staffing level to be discussed with the QAT. Approval can only be approved by the Operations Manager on a case by case basis.

All staff members who have just returned from overseas should self-isolate for 14days regardless of where they have travelled to.

## **Sickness Pay**

As announced by the government, all staff are entitled to SSP for the 14days isolation period. All staff who are eligible for company sickness pay (6 months successful probation) will also receive this.

## **Recruitment**

All planned and essential recruitment activities to continue, however, interviews should only take place via Skype, zoom and other internet conference tools. This will be supported by the QAT.

## Monitoring and Update

Management team will hold meetings every Monday at 11am (via web conference) to discuss emerging concerns in our homes and current government advice and how same impacts our homes.

Senior management team hold discussion daily on government update and decide on next step to further support our managers and children in our care.

## Precautions

All managers and staff to continue to take precautions to ensure our activities does not place us and other at increased risk.

All staff to continue to ensure hand hygiene as advised by the medical experts.

Managers to ensure adequate provision is in place to enable staff are children to practice good hand and infection control practices.

## NHS Advice and Support

Urgent advice: [Use the NHS 111 online coronavirus service](#) if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 14 days

**Only call 111 if you cannot get help online.**

## How to avoid catching and spreading coronavirus (social distancing)

Everyone should do what they can to stop coronavirus spreading. It is particularly important for people who:

- are 70 or over
- have a long-term condition
- are pregnant
- have a weakened immune system



## Do

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- avoid close contact with people who have symptoms of coronavirus
- only travel on public transport if you need to
- work from home, if you can
- avoid social activities, such as going to pubs, restaurants, theatres and cinemas
- avoid events with large groups of people
- use phone, [online services](#), or apps to contact your GP surgery or other NHS services

## Don't

- do not touch your eyes, nose or mouth if your hands are not clean
- do not have visitors to your home, including friends and family

The NHS will contact you from Monday 23 March 2020 if you are at particularly high risk of getting seriously ill with coronavirus. You'll be given specific advice about what to do.

Do not contact your GP or healthcare team at this stage – wait to be contacted.

## How coronavirus is spread

- Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.
- Similar viruses are spread in cough droplets.
- It's very unlikely it can be spread through things like packages or food.

## Travel advice

There are some countries and areas where there's a higher chance of coming into contact with someone with coronavirus.

If you're planning to travel abroad and are concerned about coronavirus, see [advice for travellers on GOV.UK](#).

## Treatment for coronavirus

There is currently no specific treatment for coronavirus.

Antibiotics do not help, as they do not work against viruses.

Treatment aims to relieve the symptoms while your body fights the illness.

You'll need to stay in isolation, away from other people, until you have recovered.

## More information

[GOV.UK: coronavirus action plan](#)

[GOV.UK: information on coronavirus and the situation in the UK](#)

[NHS England: coronavirus for health professionals](#)

[Royal College of Obstetricians and Gynaecologists \(RCOG\): coronavirus advice for pregnant women](#)

## Appendix

Jamores Homes Coronavirus Policy statement

Regarding Coronavirus, the UK government is currently in a “containment” strategy. That means they are concentrating on trying to prevent the spread of the virus.

As an organisation we will follow the government advice in the same way each of us would in private. This advice can be found here:

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-residential-care-provision>

We strongly encourage everyone of you to read through these pages. Here are a few key points:

## Link for useful leaflets and posters

[https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus-/resources?utm\\_source=Email+Campaign&utm\\_medium=email&utm\\_campaign=41854-17954-Members+-+LATEST+UPDATE+-+GOV.UK+-+Advice+re+Coronavirus+-+02%2F03%2F2020](https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus-/resources?utm_source=Email+Campaign&utm_medium=email&utm_campaign=41854-17954-Members+-+LATEST+UPDATE+-+GOV.UK+-+Advice+re+Coronavirus+-+02%2F03%2F2020)