

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



North Tyneside Council

Name of Provider		Name of Manager	
Name of Organisation (if applicable)		Date	

Please complete all areas of this form, ticking the relevant box to represent the level of readiness of your service should a coronavirus outbreak occur. There is guidance to assist you with accurately scoring your readiness at the [end of the form](#). Please also provide a brief description regarding the specific action that has been taken to prepare for and to mitigate associated risks in the 'Action Taken' box for each point.

On a page 7, '[Further Information/Concerns](#)' section for you to provide us with any additional concerns you have regarding coronavirus. This is also an opportunity for you to highlight any additional support you feel you may need from North Tyneside Council to help with the situation.

Please refer to the Public Health England [Guidance for social or community care ad residential settings on COVID-19](#) for information and guidance.

Please utilise below check list to support your business continuity plan.

Section A – Impact on Your Business

Business Continuity Planning Impact on your business	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Identify a person or a team for preparation and response to the plan				
Develop and plan for scenarios likely to result in an increase demand of your staffing level and equipment				
Determine potential risks to your service and mitigate the risk				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



North Tyneside Council

Business Continuity Planning Impact on your business	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Know where to get up-to-date and reliable information e.g. Public Health England				
Establish an emergency communications plan and update the information periodically, including communication to staff, visitor & family				
Test the BCP with your staff on how they react on the situation				
Evaluate supplies, stocks and storage of personal protective equipment, including the consumables and medicine if appropriate				
Forecast your cash flow in case of requirement of consumables & agency staff				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



Section B – Impact on Your Employees and Customers

Context - Employees	Response
How many employees do you have working in North Tyneside to support LA funded clients, CHC funded clients and self-funding clients	
Of the above, how many have school age children and may be impacted by school closures	

Business Continuity Planning Impact on our employees and customers	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Forecast and allow for employee absences if a coronavirus outbreak occurs Think about what effect that have on your business 10% staff absence 20% staff absence 50% staff absence				
Define what you consider to be your business critical areas				
Implement guidelines to modify the frequency and type of face-to-face contact among employees and between employee and customers if appropriate				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



North Tyneside Council

Business Continuity Planning Impact on our employees and customers	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Identify employees and key customers with special needs, and incorporate the requirements of such persons into your plan (person-centred approach)				
Enhance communications and information around hand hygiene				
Ensure availability of medical consultation and advice for emergency response				

Section C – Business continuity planning

Business Continuity Planning Policy / Procedure	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Establish policies for sick-leave absences unique to a coronavirus outbreak, including policies on when a previously ill person is no longer infectious and can return to work, self-isolation at home, return from travel from high risk country etc.				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



North Tyneside Council

Business Continuity Planning Policy / Procedure	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Establish policies for flexible working and communication between staff				
Establish policies for preventing the spread at your setting (e.g. promoting hand hygiene, cough etiquette, increased cleaning, social distancing and prompt exclusion of people with symptoms)				
Establish quarantine procedure for residents/patients (e.g. in care and nursing homes)				
Establish policies for evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas				
Set up triggers, and procedures and authority for activating the response plan to allow the employee to respond an outbreak				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



North Tyneside Council

Business Continuity Planning Policy / Procedure	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
In case of outbreak, reduce footfall for non-essential contact				

Section D – Communication with Employees

Business Continuity plan Communicate and educate your employees	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Develop and disseminate information and materials covering the coronavirus, including personal and family protection				
Anticipate employee fear and anxiety, rumours and misinformation and plan communications accordingly				
Provide sufficient and accessible infection control supplies (e.g. hand hygiene products, tissues and containers for their disposal)				
Ensure that communications are culturally and linguistically appropriate				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



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Business Continuity plan Communicate and educate your employees	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Disseminate information to employees about your response plan				
Develop platforms (e.g. dedicated websites, social media) for communicating status and actions to customers, employees and visitors				
Provide information for the at-home care of ill employees and family members				
Establish communicate with Public Health Protection Team & local emergency planning team				

SOCIAL CARE PROVISION

CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



Section E – Supply of non-critical consumables, goods and services

Supply of Non-critical Consumables, Goods and Services	Fully Prepared	Partially Prepared	Not Prepared	Action Taken / Risk Mitigation
Contingency Plan in place on the supply of non-critical consumables, goods and services that are required to support the delivery of the service.				

Section F – Further information / concerns

Further Information/Concerns

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CORONAVIRUS CONTINGENCY SELF-ASSESSMENT



SCORING GUIDANCE

Fully Prepared

All risk mitigation aspects have been reviewed and agreed. Agreed actions added to continuity plan and communicated among relevant staff members. Full confidence in preparedness.

Partially Prepared

Risk aspects have been reviewed, or are in the process of being reviewed. Continuity plan not yet updated, and not yet communicated to relevant staff members. Please ensure that the 'action taken' box is completed with a brief description outlining specific action taken to prepare for and mitigate risks.

Not Prepared

All or some aspects have not been, or are not yet in the process of being reviewed. Please ensure that the 'action taken' box is completed with a brief description outlining specific action taken to prepare for and mitigate risks