



Business Continuity and Emergency Policy

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Policy Signed By	RICHARD DRAKEFORD

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Introduction

Re-Pat Ltd is committed to ensuring that we have the capability for an effective response in times of crisis or emergency, which protects the health and safety of service users and safeguards the interests of key stakeholders.

This Business Continuity Policy will enable Re-Pat Ltd to plan and respond to a disruption or crisis that affects the continuity of the business and enable us to restore normal services as soon as possible.

Policy Statement

This policy seeks to ensure that Re-Pat Ltd can continue to provide services in the event of an emergency, other disruption, or crisis in-line with the statutory responsibilities set out in the Health and Social Care Act 2012.

Scope

This policy and the procedures apply to all employees within Re-Pat Ltd.

Re-Pat Ltd will have a senior person responsible for guiding and supporting all staff when dealing with the Business Continuity Plan and processes – this will be the Registered Manager.

Key Responsibilities

Registered Manager

The Business Continuity Lead for Re-Pat Ltd is The Registered Manager. They have the responsibility to initiate and co-ordinate the team and to ensure that any decisions are implemented immediately.

The Registered Manager will take control of all disasters relating to the operation of the service, with the support of the Company Director/Nominated Individual.

Procedures

Staffing

If Re-Pat Ltd experienced a reduction in staffing levels, due to outbreaks, a pandemic, failure of transport networks or adverse weather conditions, meaning that service users are at risk of a delayed response or not receiving their planned service.

In the event of a disaster or an adverse event which results in low staffing numbers, Re-Pat Ltd will utilise agency staff or freelance workers to support the service. Re-pat Ltd will use MEDIC 365 for this purpose.

Information Technology

Re-pat Ltd use IDrive an automatic encrypted backup server. The electronic system will back up files daily to ensure minimal data loss in the event of a system breakdown or network failure. The same will apply for the cloud storage processes.

See Information Governance and Record Keeping Policies for further details.

Telephone Accessibility

If Re-Pat Ltd were to experience a failure in receiving inbound calls and/or make outbound calls, the Registered Manager will contact the telephone provider, as a matter of urgency, to ensure the swift return of essential services.

Where possible, contact with all staff and service users will be maintained during service disruption with the use of mobile phones. Re-Pat Ltd will keep an up-to-date record of the contact details for all staff. These will be shared with staff to ensure accessibility.

Fire and Flood

In the event of fire or flooding at company headquarters, alternative arrangements supporting business continuity and service provision will be put into place. Re-Pat Ltd will relocate and use the backed-up files from IDrive to continue service provision.

Pandemic

During a pandemic, due to the risks of infection spread, face to face meetings will be discouraged and should take place over the phone or video call wherever possible.

Other incidents

There are various other incidents that could occur, including:

- vehicle breakdown (see below)
- accidents involving the vehicle, including road traffic accidents (see below)
- staff sickness levels which put the provision of services at risk
- supply problems with existing levels of vital supplies, such as PPE.

Decision to cease operating

It is the stated intention of Re-Pat Ltd to deliver a high-quality service to patients. The health and safety of staff and patients remains its top priority. However, the severity of unforeseen events may place unacceptable levels of risk upon staff and/or patients and may impact Re-Pat Ltd.'s ability to deliver the level of quality desired.

In exceptional circumstances, Re-Pat Ltd, in conjunction with all relevant stakeholders, may make the decision to temporarily cease trading if this is in the best interest of patients and staff.

Reporting an incident

When an incident occurs, staff must notify the Registered Manager immediately and follow the Incident Management Policy.

Vehicle Breakdown and Breakdown Cover

A vehicle breakdown is a mechanical or electrical failure that causes the vehicle to be inoperable or unsafe. Re-pat Ltd.'s breakdown cover is provided by RAC.

At Re-Pat Ltd, if our vehicle breaks down staff will:

- Turn on the Hazard lights and place the warning triangle 45 meters behind the vehicle
- Assist the service user from the vehicle and move as far away as possible from moving vehicles
- Contact 999 to assist with the transport of the service user to their required destination
- Contact the breakdown service for recovery of the vehicle
- Contact the registered manager Robin Page at Re-Pat Ltd
- Staff can also report a breakdown through the RAM assist app.

Vehicle Accident/Road Traffic Accident

This is defined as any incident involving the company's vehicle that is driven by a staff member.

Re-Pat Ltd will supply staff with the following:

- External insurance report form
- An internal accident report form
- An at scene information card
- Incident reporting process sheet

If the company vehicle is involved in a road traffic incident or collision the driver should:

- contact Robin Page the registered manager at Re-Pat Ltd, and inform them of the third-party vehicle and driver details including contact details, location of the incident and any other relevant information required for the incident report
- if it is not possible, safe or practicable to report the incident at the scene of the incident, the appropriate documentation should be completed as soon as possible and ideally before the end of the drivers shift. All documentation related to vehicle breakdowns or accidents are stored in the cab. Staff can also report incidents on the RAM assist app and record incidents on HLTH manage. The registered manager will then investigate the incident.
- Once all forms have been completed, these will be sent to the insurance company and their line manager for an internal review

Staff driving the vehicle are under the same legal obligations relating to road traffic incidents as any other driver. A vehicle breakdown folder is stored in the cab to support and guide staff through the required processes. The staff members will need to:

- Stop the vehicle immediately
- Provide the following details when requested:
 - Name and address
 - The vehicle owner's name and address
 - The registration of the vehicle
 - Insurance details

Should the other party be unable to give the required information, or they have driven away from the incident, the incident must be reported to the police within 24 hours.

Any personal injury sustained, for example injuries due to sudden braking, must be reported to the Registered Manager and added as a record within the HLTH Manage incident reporting system.

If the incident is deemed as fatal or has caused serious injuries to any person involved, the Registered Manager and Company Director must be informed immediately. Prompt action must be taken, including following the Incident Reporting Process, informing the authorities, notifying CQC and/or following disciplinary action where necessary.

Where Re-Pat Ltd.'s vehicle is no longer deemed as roadworthy, the following actions will take place:

- Re-Pat Ltd will ensure the safety of the service user and will call 999 to assist with transporting the service user to their required destination
- Staff will contact the vehicle recovery company and the registered manager
- Management will then contact any local CQC registered transport companies to assist with service user provision or
- Contact a hire / lease company to provide a vehicle

Risk Register

Re-Pat Ltd has a risk register in place. The purpose of the risk register is to assess and grade the potential impact of each hazard based upon the likelihood of occurrence and the seriousness to the organization. It will also highlight the necessary controls and mitigating actions which have been taken.

Staff must be trained in implementing and adhering to risk assessments and reporting and recording accidents to reduce any risks within the organisation. The Registered Manager and Company Director will maintain oversight of these processes to ensure effective governance and compliance within the service.

For further details, refer to Re-Pat Ltd.'s Quality, Governance and Risk Policy.

Monitoring

Incidents and untoward events will be discussed during team meetings, supervisions and appraisals as required. This may include a de-brief of the event, reflective discussions and lessons learned. These processes will be reviewed regularly as part of internal auditing processes and used to drive improvements within the service.

Related Policies and Procedures

Health and Safety Policy
Incident Management Policy
Quality, Governance and Risk Policy
Information Governance Policy
Record Keeping Policy
Training and Development Policy

Legislation and Guidance

Civil Contingencies Act 2004
Equality Act 2010

