



Policy (Public) – Business Continuity & Emergency Planning

“This policy sets out how Greenwich Home Care Ltd ensures the continuity of safe, effective and compassionate care during emergencies or unexpected disruptions.”

Issued: 27 October 2025 | Review Due: 27 October 2026

Purpose

To prepare for, respond to and recover from events that could disrupt care delivery, protecting the welfare of service users, staff and the wider community.

Our Commitment

We maintain robust plans, resources and leadership arrangements to keep people safe, prioritise essential visits and communicate clearly throughout any disruption.

Scope

Applies to all staff, contractors and service users and to incidents including severe weather, transport disruption, power or IT failure, infectious disease outbreaks, loss of premises or key personnel, and local civil emergencies.

Prevention and Preparedness

- Comprehensive Business Continuity Plan (BCP) with risk register and mitigations
- Up-to-date contact lists for staff, service users, suppliers and key partners
- Backup arrangements for digital care planning, scheduling and communications
- Stock management for critical items (PPE, medicines support equipment, phones, chargers)
- Training, drills and scenario testing to build staff confidence and competence

Prioritising Care During Disruption

- Triage of visits by risk and need (e.g. P1 essential tasks; P2 important tasks; P3 non-urgent tasks that may be rescheduled)
- Redeployment of staff and adjustment of routes/shifts to maintain essential care



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- Welfare checks by phone/video where safe and appropriate, with escalation pathways
- Liaison with family/representatives to agree temporary adjustments and contingencies

Command, Control and Communication

- The Registered Manager or Director leads the incident response and activates the BCP
- Clear roles, decision logs and situation reports (SITREPs) maintained throughout
- Regular updates to service users, families and staff via phone, SMS or email
- Coordination with local partners and emergency services where required

Notifications and Partnership Working

We notify relevant bodies where required (for example the Care Quality Commission and commissioning authorities) and work with health, social care and emergency partners to align our response.

Recovery and Learning

- Safe step-down and return to normal operations with clear communication
- Post-incident review to identify learning and strengthen controls
- Actions tracked in the Quality Improvement Plan (QIP) and shared with teams

About this Document

This is a public summary of our Business Continuity & Emergency Planning Policy. The full policy and detailed procedures are held internally and are available to the Care Quality Commission (CQC) on request.

This document is available in alternative formats or community languages upon request.