



Business Continuity and Emergency Planning Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure CARERS' HANDS H C A LTD can maintain critical services and safeguard people during emergencies and disruptions, in accordance with CQC guidance and statutory responsibilities.

2. Scope

This policy applies to all staff, services, and locations operated by CARERS' HANDS H C A LTD, including office-based and community services.

3. Policy Statement

We are committed to maintaining safe, effective care through robust contingency planning. We aim to minimise disruption and protect service users, staff, and stakeholders during crises.

4. Legal and Regulatory Framework

- CQC Regulation 17: Good Governance
- Health and Social Care Act 2008
- Civil Contingencies Act 2004
- Health and Safety at Work Act 1974

5. Risk Assessment and Planning

- Identify potential threats (e.g., fire, pandemic, IT failure, staff shortage)
- Conduct annual risk assessments
- Prioritise critical services and users
- Maintain emergency contact lists and plans

6. Emergency Response Procedures

- Activate continuity plan when triggered
Escalate to the Registered Manager or senior lead



- Communicate with staff, service users, and families
- Coordinate with emergency services and local authorities

7. Roles and Responsibilities

- Registered Manager: oversees response and continuity actions
- Staff: follow instructions, assist users, report issues
- All personnel receive emergency training during induction and annually

8. Communication and Notification

- Maintain up-to-date emergency contact tree
- Ensure clarity, accuracy, and accessibility in communication
- Notify CQC of significant events where required

9. Recovery and Continuity

- Implement recovery plan to restore normal operations
- Support staff and service users post-incident
- Learn from the event to improve future planning

10. Review, Audit and Monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or after incidents, or best practice occur. Feedback incorporated into updated plans Regular audits will ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

📞 **Call the Office:** 07535 8524917

✉️ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager



Date: 01/06/2025

Next Review Due: 01/06/2026