|  |  |  |  |
| --- | --- | --- | --- |
| Name of children’s home  |  | Registered Manager  |  |
| Date of Plan  |  | Date to be reviewed  |  |

* Within WSCC children’s residential service, a foreseeable crisis is an emergency event or situation that can be anticipated within a children’s home ie. an event that is realistically possible.
* The undertaking of preventative measures beforehand and immediate actions following an event will ensure the safety of those affected.
* Foreseeable crises are likely to be sudden, present a threat to safety, be beyond the capability of usual processes, cause disruption and potentially be traumatic to those exposed to them.
* It is the Registered Manager’s responsibility to oversee the management of the emergency situation with the least disruption while prioritising the safety of young people, staff and other involved people.
* The Registered Manager must ensure that all preventative actions and measures are in place and that they are operating in adherence with all relevant guidance around the safety of the premises.
* The Registered Manager is responsible for ensuring that all staff are aware of and familiar with operating this plan.
* A full emergency response plan has 4 key elements; prevention, preparedness, reaction and recovery. This plan is primarily focussed upon reaction and recovery but it also needs to be acknowledged that managers already exercise a wide range of preventative tasks including - regular fire drills, testing of fire equipment, risk assessments on individual young people and situations plus storage of irreplaceable items in the best protected areas with regard to fire safety, security and environmental factors i.e. flood.

|  |
| --- |
| Categories of Emergency  |
| The emergencies are defined within the National Care Standards 2000, Standard 26 (4).In accordance with Standard 26 the Registered Manager is required to evidence planned responses to a range of foreseeable crises. This would include coping with:1. Notifiable diseases or an outbreak of an infectious disease
2. Fires
3. Allegations / Complaints
4. Significant accidents
5. Staffing shortages
6. Control problems inside or outside the home
7. Evacuation of the home as a result of an event such as a serious gas leak, flooding or other major unexpected emergencies.
 |

|  |
| --- |
| Links to other useful documents  |
| Guidance and advice in dealing with many of these foreseeable crises are already covered by WSCC procedures and residential practice guidance, including:* Sussex Child Protection and Safeguarding Procedures
* WSCC Health and Safety manual
* Positive Handling Policy
* Practice Guidance: Managing Allegations against Staff
* Practice Guidance: Complaints
* Teasel Close Emergency Fire Plan
 |

|  |
| --- |
| **Part 1: Foreseeable Crisis Plan** |
| 1.Outbreaks of Illness  |
| **List of Notifiable Diseases**

|  |  |  |  |
| --- | --- | --- | --- |
| Acute encephalitis | Leptospirosis | Paratyphoid fever | Tetanus |
| Acute poliomyelitis | Malaria | Plague | Tuberculosis |
| Anthrax | Measles | Rabies | Typhoid fever |
| Cholera | Meningitis\* | Relapsing fever | Typhus fever |
| Diphtheria | Meningococcal septicaemia | Rubella | Viral haemorrhagic fever |
| Dysentery | Mumps | Scarlet fever | Viral Hepatitis (A, B, C, other) |
| Food poisoning | Opthalmia neonatorum | Smallpox | Whooping coughYellow fever |

\*(meningococcal, pneumococcal, haemophilus influenza, viral, other specifies, unspecified) In the event of a suspected Notifiable disease:* Contact your local surgery for diagnosis, help and advice
* Inform the Registered Manager and Service Manager
* Contact: Parents, Social Workers, Ofsted and the Local Health Protection Team:

PHE Surrey and Sussex Health Protection Team (South East), County Hall, Chart Way, Horsham, RH12 1XA PHE.sshpu@nhs.net Phone: 0344 225 3861 option 3 * Follow guidelines issued by the PCT.
* No admissions will be considered until permission is given by the PCT.
 |
| 2. Fire  |
| See ‘Emergency Fire Plan’. |
| 3. Allegations and Complaints  |
| See practice guidance ‘*Managing Allegations against Staff’* and ‘*Complaints*’.  |
| 4. Significant accidents  |
| * If appropriately trained, staff will be expected to assist and administer first aid to the injured person. Otherwise they should do all they can to make the person safe and comfortable and then call for an ambulance.
* Once the person has been removed to hospital by ambulance for treatment, the shift leader should contact the Registered Manager who will advise and decide on any further action to be taken.
* Appropriate incident / accident reporting forms (HSW 3) should be completed and an entry made in the Accidents Tracker.
* A Regulation 40 Notification should also be completed which is then sent to Ofsted. This form is obtainable from their website www.ofsted.gov.uk
 |
| 5. Severe staffing shortages caused by illness, adverse weather conditions etc  |
| * In the first instance, the Registered Manager, Assistant Managers, Principal Child Care Officer's or Shift Leaders will attempt to cover unforeseen staff shortages by:
* Asking part time workers to cover i.e. working additional hours
* Asking full time staff to work overtime.
* Seeking cover by established county relief officers.
* Using agency staff supplied by Manpower (where possible this would be with staff already known to the young people. If new to the establishment, the agency worker must supply a copy of their DBS before starting work).
* Seeking assistance from another home operated by WSCC Children and Young People's Services.
* If unsuccessful, the Managers or senior staff should contact their Line Manager for advice and support. In extreme cases this may involve finding alternative emergency provision for the young people if a safe staffing level cannot be arranged, or sending young people home.
 |
| 6. Violent or Aggressive behaviour within or outside the home  |
| * These will usually be dealt with using diffusion and avoidance techniques as part of the positive behaviour support approach that all residential staff receive training in. There is additional residential Practice guidance on Behaviour management, Building Positive Relationships and Dealing with Challenging and Violent Behaviour.
* In extreme cases, staff may need to refer to the use of approved techniques of physical intervention; further guidance is contained within the ‘Use of Restraint and Physical Interventions’.
* All residential practice guidance is available via the West Sussex Children’s Homes Tri-X website: [**https://www.proceduresonline.com/westsussex/ch/**](https://www.proceduresonline.com/westsussex/ch/)
* Teasel Close Children's Home work in partnership with the Police and adhere to the 'Protocol for Interagency Working between Children's Homes operated by WSCC and Sussex Police'. This joint protocol acknowledges the good practice and professionalism of Social Services and Police staff working with WSCC Children's Homes. The protocol has been designed to reinforce and extend such practices and to contribute to continuous improvement advocated by both agencies.
 |
| 1. Evacuation
 |
| * The need to evacuate the home might be required as a result of a serious event such as fire or flood.
* In formulating an Evacuation Plan, consideration has been given to the physical items that staff may need in order to get all the residents away to a point of safety. To assist in this process the home has organised an Emergency Pack.

**Contents of the Emergency Pack includes:*** Mobile phone (suitably charged and pre-programmed with important numberssuch and Duty Standby, Registered Manager, Service Manager Etc.
* Vehicle Keys
* First Aid Kit
* Torch (with spare set of batteries)
* List of Emergency Contact telephone numbers
* Contact numbers for Young People's parents / guardians or those with parental responsibility.
* Staff phone numbers
* Map and directions for Orchard House Unit.
* Copy of the Foreseeable Crisis Plan

**This pack is clearly labelled and kept in the Office so that it can be collected easily and quickly.*** If the home needs to be evacuated, where possible children will be sent home, however if this is not possible the residents will be taken by the staff on duty to (NAME OF ALTERNATIVE VENUE/CHILDREN’S HOME). This will allow for a period of respite with access to facilities for meeting young people's needs, whilst duty managers are contacted and longer term plans are formulated.

Contact details are:(ADDRESS OF VENUE)(TEL. NUMBER)Other people / organisations that will need to be notified:* Ofsted
* Police
* Service Manager
* Out Of Hours Duty Social Worker

**Evacuation Procedure**1. Should the children need to be moved, the Shift Leader should attempt to contact all parents/carer’s and try to arrange for the children to return home. If this is not possible e.g. unable to contact parents, or parents abroad, then the shift leader should arrange for the (CONTACT PERSON AT ALTERNATIVE VENUE) to be contacted and advised of the arrival of the staff and young people. **Remember to collect the Emergency Pack.**If necessary staff may need to use taxis, in which case a member of staff should be in each vehicle with the young people.1. If the Registered Manager is not on shift, he should be contacted and informed of the situation. They will then advise on further action to be taken. If for any reason the Registered Manager is unavailable, contact the Service Manager
2. Inform parents or those with parental responsibility and Social Workers of current events and future plans.

N.B. Following a serious incident leading to an evacuation, Managers need to ensure there are opportunities for counselling and debriefing for all young people and staff**.** |

|  |
| --- |
| Part 2: Supporting young people and staff after the event  |
| This will be managed as part of the ongoing therapeutic task:* Be explicit in the acknowledgement of the event.
* Stick to the facts and do not give speculative comments.
* Act promptly to dispel rumours and misinformation which can cause unnecessary distress.
* Give young people opportunities to talk through personal reactions
* Allow young people to express feelings.
* Anticipate and understand young people’s reactions.
* Be aware of cultural, spiritual, and religious values.
* Establish normal routines where possible.

**Supporting staff:*** All staff should be familiar with the Foreseeable Crisis Plan
* The Registered Manager will arrange for staff to access an external counsellor/outside agency/support worker, either singly or in groups.
* There should be recognition of the differing needs of each individual.
* Staff need to consider their own feelings relating to either the present incident or past events, and how these inform their current reactions and communications with the young people
* Staff should seek to support each other and create a rota of relief periods.
* All staff need to be aware of possible delayed reactions, particularly those who have been very actively involved in the event.
 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name of Registered Manager  |  | Signature  |  | Date  |  |
| Name of Service Lead  |  | Signature  |  | Date  |  |