

| | |
|-------------------------------|-------------------------------------------------------------------------------------|
| REFERENCE NUMBER OF DOCUMENT: | 11.2.325.04 |
| DATE: | 02/10/2023 |
| COMMITTEE IDENTIFICATION: | Galago Directors |
| SECRETARIAT: | MS |
| DOCUMENT TYPE: | External Policy |
| DOCUMENT LANGUAGE: | E |
| THIS POLICY IS FOR: | Staff including Agency Workers (temporary workers), Commissioners and Service Users |

ADVERSE WEATHER CONDITIONS

WARNING:

If the document contains proprietary information, it may only be released to third parties after management has approved its release.

Unless otherwise marked, documents are uncontrolled; uncontrolled documents are not subject to update notifications.

The latest revision of this document can be found in the reference panel above. It can also be determined and double checked by checking the 'Master Document List' before using or sending.

Any changes must be requested through the 'Document Control Manager' by submitting a 'Document Change Request' form.

ADVERSE WEATHER CONDITIONS POLICY & PROCEDURE

1. PURPOSE

- 1.1 To ensure that during adverse winter weather, Nursing Direct:
 - Maintains a safe and healthy environment for all Service Users
 - Minimises the disruption caused by adverse weather to the service.
 - Responds efficiently to any changes in the Service User's health.
- 1.2 To ensure that Staff including Agency Workers understand what their responsibilities are during bad weather (adverse weather) and that the managers understand what procedures must be in place so that services can continue with minimal interruption.
- 1.3 To support Nursing Direct in meeting the Key Lines of Enquiry/Quality Statements as set out by the Care Quality Commission (CQC).
- 1.4 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:
 - The Care Act 2014
 - Care Quality Commission (Registration) Regulations 2009
 - Civil Contingencies Act 2004
 - Equality Act 2010
 - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - Health and Safety at Work etc. Act 1974
 - Human Rights Act 1998
 - Management of Health and Safety at Work Regulations 1999
 - Data Protection Act 2018
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

2. SCOPE

- 2.1 The following roles may be affected by this policy:
 - All Staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
 - Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - Family
 - Advocates
 - Representatives
 - Commissioners
 - External health professionals
 - Local Authority
 - NHS

3. OBJECTIVES

- 3.1 To ensure that Nursing Direct considers the impact of adverse weather on Staff including Agency Workers and Service Users, and for services to respond effectively in the event of adverse weather.
- 3.2 To ensure that unnecessary hospital admissions and delayed hospital discharges are prevented.
- 3.3 To ensure that Nursing Direct supports Staff including Agency Workers and Service Users to reduce the risk of injury (such as slips, trips and falls) and illness caused by adverse weather.

4. POLICY

- 4.1 Nursing Direct recognises that we have a general duty under the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, the health, safety, and welfare of our Staff including Agency Workers at work. We also understand the importance of the need to safely deliver care and support, including during adverse weather conditions. We expect, however, that our Staff including Agency Workers will make every effort to attend work during adverse weather conditions without putting their personal safety at risk.
- 4.2 This policy aims to ensure that equal and fair treatment is applied, as far as possible, to Nursing Direct Staff including Agency Workers who are unable to attend work, or who have to work a shorter day than normal due to inclement weather.
- 4.3 It is recognised that adverse weather may also impact on Staff including Agency Workers who themselves may have been able to get work but who may need to take urgent carers' leave because of the weather-related closure of other organisations such as schools and nurseries leading to closures or the unavailability of childcare, staff including Agency Workers may have a right to reasonable time off without pay to care for a dependent.
- 4.4 The decisions to be made in the event of severe inclement weather will be a balance between the following:
 - Ensuring that Service User care or service delivery is not compromised.
 - Ensuring that the safety of Staff including Agency Workers at work is not compromised.
- 4.5 Nursing Direct will identify Service Users who may be vulnerable and who need additional support during adverse weather.

- 4.6 Nursing Direct has clear continuity plans in place and will work closely with local partners, including Local Authorities, CCGs, and other service users, to ensure that continuity of care is maintained and that both Service Users and Staff including Agency Workers remain safe.

5. PROCEDURE

5.1 Winter Preparedness (Responsibility – The Registered Manager)

- The Registered Manager will keep up to date with weather alerts to ensure that robust business continuity plans are in place. This will be done by following updates from local radio and social media sources as well as from www.metoffice.gov.uk
- As part of winter preparedness, Nursing Direct will put in place procedures for monitoring and cascading weather alerts to Staff including Agency Workers in a timely manner.

5.2 Response During Adverse Weather

- Nursing Direct will review capacity as well as the need for, and the availability of, Staff including Agency Workers, especially if the weather is forecast to last for a prolonged period to ensure continuity of care for all Service Users.
- Nursing Direct will liaise with local partners including Local Authorities, CCGs, and other service users to maximise resources.

5.3 Staff including Agency Workers Responsibilities

- It is expected that Staff including Agency Workers will make every reasonable effort to reach their place of work and Staff including Agency Workers must have explored all reasonable and alternative methods of travel. However, Staff including Agency Workers are not expected to, and should not, put themselves or others at risk.
- Staff including Agency Workers must ensure that they wear suitable footwear to minimise the risk of slips, trips and falls Service User.
- Staff including Agency Workers who live in areas where they have had difficulties in getting to work during periods of adverse weather should be prepared to make appropriate arrangements in relation to attendance at work. Staff including Agency Workers should plan and consider that their usual route may be disrupted by bad weather and must plan their route in advance, allowing longer for their journey than usual.
- If a member of Staff including Agency Workers anticipates travel problems or is unable to reach their place of work, then they must telephone their line manager as soon as possible to explain their circumstances. If their immediate line manager is unavailable, an alternative 'senior' member of Staff including Agency Workers in the office must be contacted. This must be done as soon as possible to ensure minimal disruption to Service Users. Please refer to the 'Unable To Attend Workplace' Policy and Procedure.
- Staff including Agency Workers must be aware of their duty of care towards Service Users, colleagues, and other stakeholders in relation to severe weather.
- Staff including Agency Workers must consider their health needs and contact their GP to discuss access to the annual vaccination programmes, such as flu and COVID-19 where eligible.

5.4 Supporting Service Users to Remain Safe and Well During Adverse Weather

Nursing Direct will support Service Users to remain safe and well and will consider, where possible, the following procedures when delivering services:

5.5 Diet and Nutrition

- Ensure that the Service User has access to regular hot drinks and eats at least one hot meal a day, if possible.

5.6 Activity and Excursions

- Where possible and safe to do so, support the Service User to keep as active as possible.
- If the Service User plans to go out, then this will be risk assessed and measures put in place to reduce the risk and raise the awareness of the Service User about the hazards of the adverse weather.

5.7 Temperature Considerations

- Staff including Agency Workers will support the Service User to choose appropriate clothes for the weather and encourage them to wear several light layers of warm clothes (rather than one chunky layer)
- Frail or ill Service Users may require a higher ambient temperature than normal to maintain functions and, therefore, Staff including Agency Workers must consider each Service User and their needs separately.

5.8 Recommended Indoor Temperatures for Homes in Winter

- Heating homes to at least 18°C (65F) in winter poses minimal risk to the health of a sedentary person, wearing suitable clothing.

5.9 Promotion of Health

- All Staff including Agency Workers will be aware of monitoring for early signs of winter illnesses and respond in a timely manner.

5.10 Capacity and Consent

- Where a Service User lacks capacity or anyone to advocate on their behalf, Ms the Registered Manager will consider a best interest decision to ensure their safety and wellbeing in line with the Mental Capacity Act

6. DEFINITIONS

6.1 Staff including Agency Workers

6.1.1 Staff

Denotes the employees of Nursing Direct Healthcare Limited.

6.1.2 Agency Workers

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

6.2 Nursing Direct

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

6.3 Nursdoc Limited


As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

6.4 **CQC (Care Quality Commission)**

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

6.5 **Adverse**

Adverse weather is unfavourable or potentially harmful weather. In the context of this policy, it means snow, ice, winds, storms, floods, or any other weather extreme.

| | |
|-----------------|-------------------------------------------------------------------------------------------------|
| COMPLETED DATE: | |
| SIGN OFF DATE: | |
| REVIEW DATE: | |
| SIGNED: |  Marc Stiff |