

**Pandemic Influenza
Business Continuity Planning Template
for Residential and Nursing Home Providers**



This planning template has been adapted from available best practice by North Somerset Council to assist Residential and Nursing Home providers develop Pandemic Influenza contingency plans.

The checklist is not exhaustive and is intended only as a guide to the areas that you may need to plan for.

Links to guidance documents detailing information on Pandemic Influenza planning in Social Care and Infection Control are provided within the Business Continuity Planning Template at Annex A. Additional links you may find useful are provided below.

World Health Organisation alert matrix (reflecting UK Alert Levels) can be found at Appendix i.

Useful Links:

Directgov (www.direct.gov.uk/swineflu) the primary government website for essential cross-government swine flu messages.

NHS Choices (www.nhs.uk) the primary public-facing health information and advice service.

The Department of Health website (www.dh.gov.uk) the home of content relating to health and care professionals.

Business Link (www.businesslink.gov.uk/swineflu) the home of business-related information.

North Somerset Council (<http://www.n-somerset.gov.uk/>) for local information and business continuity planning templates.

Annex A

Pandemic Influenza Business Continuity Planning Template		
1. Early planning considerations: WHO Alert Levels 1 – 4 (see Appendix i)		
Planning Status	Considerations	Your Actions
1. Plan for the impact of a pandemic on your business:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Identify a pandemic coordinator and/or team with defined roles and responsibilities.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Identify your business critical activities; those that would have to continue during a pandemic. This should include essential staff, materials and suppliers.	a. Nursing/social care – b. Provision of meals – c. Cleaning/laundry – d. Suppliers -
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Identify the capabilities of key suppliers to continue service delivery in support of your business critical activities.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Consider training staff with non-critical functions to support staff operating in business critical areas.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Establish clear procedures for communicating with staff, suppliers, local authority, GP's etc.	
Planning Status	Considerations	Your Actions
2. Plan for the impact of a pandemic on your employees and those in your care:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Guided by advice issued by Government, forecast and plan for employee absences during a pandemic. ¹	a. Plan for Clinical Attack Rates ² (CAR) of 25%, 35% and 50%. b. Small teams (4 or less) could see CAR of 100%. c. Staff absences could be as a result of: <ul style="list-style-type: none"> • Employee or family illness. • Loss of childcare facility. • Disruption to transport services. • Bereavement. • School closures.
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Review infection control procedures and enhance as necessary. ³ Infection rates in Residential and Nursing homes is likely to be higher than average.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Establish policies for reducing risk of infection from/to visitors.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Consider supportive arrangements with local care homes and flexible working arrangements to maintain adequate staffing levels.	

¹ http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080755

² Defines the percentage of the population with symptomatic illness.

³ http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_084178

Planning Status	Considerations	Your Actions
3. Establish policies to be implemented during a pandemic:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Establish policies for sick-leave absences unique to a pandemic, including policies on when a previously ill person is no longer infectious and can return to work after illness	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Establish policies for employees who are suspected of being ill or become ill at the workplace.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Establish a clear communication plan with the local authority to report critical staffing levels and risks.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Consider developing a communication plan for advising families of those in your care on arrangements to manage visits and minimise infection risks.	
Planning Status	Considerations	Your Actions
4. Allocate resources to protect employees, those in their care and visitors:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Provide sufficient and accessible means of reducing spread of infection between staff/residents.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Provide sufficient and accessible means of reducing spread of infection from visitors (family/friends/suppliers).	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Consider enhancing current cleaning programme to reduce risk of cross infection; particularly from hard surfaces.	
Planning Status	Considerations	Your Actions
5. Communicate plans and educate your employees:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Ensure all staff can identify signs and symptoms of pandemic influenza, modes of transmission, personal and family protection e.g. hand hygiene, coughing/sneezing etiquette, use of alcohol based gels/ regular cleaning of hard surfaces (such as work tops/computer keyboards/telephones).	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Ensure that your communication strategy takes into account cultural and linguistic issues.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Communicate your plans to staff and ensure their understanding of roles & responsibilities.	

Planning Status	Considerations	Your Actions
6. Co-ordinate with external organisations and support your community:		
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Regularly review Department of Health, Health Protection Agency, Local Authority and other sources to inform continued development of your plan and response arrangements.	
<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Share best practice with other care providers as well as through industry associations (CSCI, ARCHA etc).	

Appendix i

WHO Phase	UK Alert Level	Response
Phase – 1 (Inter Pandemic Period) No new influenza subtypes have been detected in humans. An influenza subtype that has caused human infection may be present in animals. If present in animals the risk of human infection or disease is considered to be low.	N/A	
Phase – 2 (Inter Pandemic Period) No new influenza subtypes have been detected in humans. A circulating animal influenza virus poses a risk of human disease.	N/A	
Phase – 3 (Alert Period) Human infection with a new subtype but no human-to-human spread, or rare instances of spread to a close contact.	N/A	UK stockpiles antiviral drugs and reviews UK contingency plans.
Phase – 4 (Alert Period – increasing risk) Small clusters with limited human-to-human transmission but spread is highly localised.	N/A	
Phase – 5 (Alert Period – substantial risk) Large clusters but human-to-human transmission still localised, virus better adapted to humans but may not be fully transmissible.	N/A	Public info, advice, access to literature and updated situation reports.
Phase – 6 (Pandemic Period) Increased and sustained transmission in the general population.	Alert Level 1 Cases only outside the UK	
Phase – 6 (Pandemic Period)	Alert Level 2 Virus isolated in the UK	
Phase – 6 (Pandemic Period)	Alert Level 3 Outbreak in the UK	Schools close?
Phase – 6 (Pandemic Period)	Alert Level 4 Widespread outbreaks across the UK	
Post Pandemic Period	Review lessons learnt and adapt plans accordingly.	