Business Continuity Policy

Person Responsible	**Operations Manager**
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Approved by	**SMT**

DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
02.03.2020	Robert Krawczyk	New policy	1.0
04.03.2023	Denise McGregor	Review	2.0

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CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	02.03.2020
Senior Management Team	04.03.2022

CROSS REFERENCE TO OTHER POLICIES/STRATEGIES

This policy should be read in conjunction with:	Detail

Contents

PRIMECARE
HEALTH

1.0 Primecare Health LTD Values

Primecare Health LTD are true to the core purpose of our organisation and the services we deliver.

Working within these values will guide and deliver our vision and mission of Primecare Health Ltd.

LIKE IT….

Listen – always with interest, concern and action

Inspire – through every interaction so people can achieve their ambitions

Kind – genuine care and compassion

Excellence – by striving to be the best we can

Integrity – acting ethically and being accountable

Trusting – rely upon us to do what we say we will do

Purpose

This document sets out the general principles and processes for the creation and revision of business continuity and service recovery plans for Primecare Health Ltd.

2.0 Introduction
Primecare Health Ltd must ensure that it maintains the highest level of service to all Individuals regardless of any disruption to the efficient delivery of its services.

Business continuity management is an important part of our risk management arrangements and having robust business continuity plans in place is essential to manage disruptions to the delivery of our care at home services.

There are many plausible causes of service disruption. As a general guide, business continuity planning must be carried out to minimize the effects of a number of potentially disruptive events, including, for example:

- Evacuation of Building and Closure
- Absence of Staff
- Loss of Access to Building
- Telephone System Failure
- Fire
- Electricity Supply Disruption
- Extreme Weather Conditions
- Epidemic
- Major disruption to staffing; transport, disruption, epidemic, etc
- Computer System Failure

Policy Statement
Primecare Health Ltd will take all reasonable steps to ensure that in the event of a service interruption, our essential care at home services will be maintained, with other normal services being restored as quickly as possible. To ensure that this happens, it is our policy to have in place robust business continuity and service recovery plans that are regularly reviewed and evaluated. To assist our director and her team, our external specialist teams will assist by producing robust business continuity and service recovery plans and will provide planning templates, procedures, guidance, and ongoing support.

Business Continuity Planning
We employ a process which is broadly accepted and used by several large reputable organizations. The process was developed by the Business Continuity Institute and involves using a five staged approach in developing effective business continuity plans. The five stages are as follows:

Understanding the business; defining our core/critical functions
Indentify categories' and assess how they are to be managed.
Develop a response to risks.
Raising awareness and embedding plans
Maintaining and auditing plans

We have incorporated the five stages into a planning document to assist us to identify critical/core functions and a business continuity plan template.

The Director and the delegated senior team carry out an analysis of core/critical functions using the planning document as a guide and to then complete a business continuity plan for each risk identified. Core function analysis, risk identification and business continuity plans are reviewed and amended annually or more often if there is a major service development.

3.0 The Development of Business Continuity Plans

Plans are communicated to staff as appropriate to their specific job role. The Director is responsible for ensuring the appropriate training is provided to assist staff in implementing business continuity plans.

Business Continuity plans must include the risk identified and the risk score, detailed actions to reduce the risk, the named person who is responsible for overseeing contingency planning and activating plan and how this is to be done, the name of the person responsible for implementing action plans, external organizations to be involved, for example, Local Authority and/or Care Commission, escalation procedures if appropriate and the name of the person within the Company who should be informed when the plan is activated (usually the Director).

Plans must include information on how their implementation is to be monitored and recorded.

4.0 Responsibilities

The Director has overall responsibility for ensuring that Primecare Health Ltd has effective arrangements in place to respond to an incident that has the potential to affect service provision. The Director is responsible for ensuring that business continuity plans are completed for each risk identified and that they are cascaded to appropriate staff, who are provided with appropriate training. The Director is responsible for ensuring that the plans are reviewed annually or more often if required. Staff must ensure that they are familiar with their individual roles as set out in the business continuity plan.

5.0 Implementation, Monitoring and Review

This policy and procedure will be communicated to all staff and a hard copy will be kept in the policies and procedures folder. The development of plans will be monitored by the Director and her designated team of staff, who will discuss progress at team meetings, no fewer than three times per year. This policy and procedure will be reviewed annually or more often as required.