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| <b>Service</b>   | Adult Social Care   |
| <b>Completed by &amp; title</b>  | Tandra Forster, Head of Adult Social Care<br>Stephen Stace, Service Manager Provider Services   |
| <b>What effect did the adverse weather have on your service?</b>   | <p>Resource requirements from the service to deliver the following support:</p> <p>Senior management engagement in delivering the response through the EOC</p> <p>Attendance the Flood Bus</p> <p>Provision of information about vulnerable people at risk in the community</p> <p>Engagement with the external homecare and residential market to ensure they were able to maintain service</p> <p>Support for a small number of vulnerable adults who had to be temporarily re-housed as a result of the flooding</p> <p>Setting up of rest centre in the Phoenix Centre</p> <p>In-house teams focussed on the most critical activity to ensure overall service delivery was maintained</p> <p>Additional support to help to enable vulnerable people attend hospital appointments e.g. liaison with transport services</p> <p>Joint working with, ASC provider services, Sovereign and military units attached to flood support to complete 'door to door' engagement activity making sure people were kept up to date with the latest position and identifying if anyone needed more support.</p> |
| <b>What plans did your service have in place beforehand to help manage the impact of the severe weather?</b> | <p>Business continuity plans which set out details of how each element of the service would respond in an emergency. This included ensuring appropriate information was made available to EOC, engagement with key stakeholders e.g. external providers to ensure they would maintain service provision. Impact of the weather was mitigated because the majority of our services were not in affected areas.</p> <p>Flood protection was put in place at the Willows care home and Greenfield Resource Centre. In-house re-ablement team had access to 4x4 so were able to maintain service delivery. We contacted the most vulnerable either by visiting or telephoning to ensure they had appropriate support in place. We also maintained contact with external providers to ensure they had identified the most vulnerable.</p>  |
| <b>Of the actions that you had planned, what worked well?</b>  | We had a appropriate plans in place to identify the most vulnerable , this helped not only with ensuring they had appropriate support in place but also allowed us to share information with the police where a property was not occupied because individuals had moved to be with family for the period of the flood.  |

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|  | <p>Setting up the rest centre in the Phoenix, staff appropriately trained so geared up ready to respond. Phoenix worked well because it had the required facilities.</p> <p>Staff trained appropriately to provide EOC support and to respond to requests from the Welfare lead.</p> <p>Access to 4X4 transport enabled us to reach people in rural areas where required.</p> |
| <b>What worked less well or would you change for future events and why?</b>                              | <p>Communication around business continuity, it was not formally declared so residents not impacted by the flooding were expecting 'business as usual'. Agree a communications plan with senior management to ensure relevant discussion/contact was held with stakeholders and residents.</p> <p>Increase the number of staff who are trained to support the EOC.</p>        |
| <b>What changes, if any, were made to your plan in response to events and what effect did they have?</b> | <p>None at the time.</p>  |
| <b>Please outline any other comments that you may have for the Commission.</b>                           | <p>NA</p>   |