

Heritage Care at Home Ltd

Business Continuity Policy

Policy reviewed and valid from: 01/01/20



Introduction

At Heritage Care at Home Ltd the level of service is paramount and of the utmost importance to ensure that the highest level of service is being delivered to any person /s using their service. The management of business continuity is important plans are in place to manage disruptions to the delivery of services.

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

- Major accident or incident, national disaster, epidemic, terrorist attack;
- Fire, flood, extreme weather conditions;
- Loss of utilities, including IT and telephone systems; and
- Major disruption to staffing; epidemic, transport disruption, industrial action, inability to recruit; mass resignations.

It must be understood that these events may not be mutually exclusive, for example extreme weather conditions may lead to a loss of electricity, disruption to transport, staff unable to get to work and so on.

Statement

Heritage Care at Home Ltd will take all reasonable steps to ensure that in the event of a service being interrupted essential services will be maintained and normal services restored as soon as it is possible to do so. To ensure that this recovery happens then there must be a continuity plan and service recovery plans that are regularly reviewed.

Policy

Heritage Care at Home Ltd places a strong emphasis on providing the highest quality service possible for all of its Service Users. It works on the basis that no matter how good its present services are, there is always room for improvement.

Procedure

Heritage Care at Home Ltd uses encrypted portable equipment out of office hours. All data is backed up on a regular basis and removed from the building. This is on an encrypted hard drive.

In the event of an emergency all data is accessible through the portable hard drive. The telephone will be diverted to the company mobile phone. In the event of the office not being accessible the company business can remain functioning from a temporary location.

In the event of staff shortage the Directors and Managers who are all fully trained are able to stand in perform care tasks.

In adverse weather conditions care staff will prioritise with regards to care needs and distance, to ensure all service users receive care. All service users will be telephoned to inform them of all changes.