

MK EXECUTIVE CARE HEREFORD

CARE PROVIDER

BUSINESS CONTINUITY PLAN

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DOCUMENT OWNER	Isaac Ukeleghe
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Introduction:

This document will provide a holistic management process and identify the potential impacts that threaten MK Executive Care Hereford. It provides a framework for building resilience and provides effective strategies to safeguard the interest of its key stakeholders, who are the service users and the employees.

MK Executive Care's business continuity plan consists of one plan to cover the operations of our business based at our registered address - Unit 05, RRZ Enterprise Centre, Vincent Carey Road. Hereford. HR2 6FE. The main objective of the business continuity plan is to show how MK Executive Care Hereford would respond to identified risks and continue to manage its operations if anything goes wrong.

The overall responsibility of the business continuity is held by the Director – Mr Isaac Ukeleghe and in his absence Isaac Lauren Owusu.

Part 1

About MK Executive Hereford:

MK Executive Care Services Ltd is registered with CQC to provide care and support to individuals in their own homes and in the community. Since our inception in 2014, we have created a reputation for ourselves as an organisation that works closely with the service users, their families and other stakeholders to ensure that the needs of the service user are met at all times. We pride ourselves in providing person's centred care for all of our service users using well trained, referenced and DBS checked staff. As an organisation approved and regulated by CQC, we work to ensure that all of our staff are well trained in both the mandatory courses as well as specialist courses to ensure they are well equipped to provide the best of services required of them. Our clients' list includes local authorities, NHS, care homes, prisons and private individuals. MK Executive Care Hereford is our branch in Herefordshire providing care and support to individuals within Herefordshire local authority.

Those we support with our services are:

- Elderly people with physical or mental care needs
- Children and parents with care needs
- Youth and adolescent with care needs
- Young and adults with mental health
- People with dementia
- People with challenging behaviours
- Adults with complex care needs
- Adults with end of life/ palliative needs
- Adults with learning disabilities

Plan Purpose

To mitigate the effects of any disruptive challenge which affects the operation of normal business within the organisation, particularly in terms of prioritising business critical functions and in responding to the challenge.

Plan Objectives

- Provide a clearly defined course of action during emergency
- Provide a timely and orderly recovery of the business
- Identify 'Business Continuity Team' where required
- Identify business critical functions and define alternative procedures
- Undertake provider specific risk assessments on the most likely causes of disruption to services
- Undertake a Business Impact Analysis for each activity undertaken within the provider to help determine what Business Continuity arrangements are required
- Identify those who must be notified and kept informed of the disruptive challenge affecting normal business
- Document the location of data (hard copy only) in secure off - site storage

Scope of the Plan

This Plan applies to all services – domiciliary and supported living services provided by this organisation.

Plan Review

This plan will be reviewed annually or when there is a significant event.

Training & Exercising

All staff of the organisation will be made aware of the contents of this plan and provided with training where necessary. This plan should be exercised at least annually to ensure that procedures and contact details are kept up to date.

A list of completed exercises will be kept by the organisation along with a log sheet recording details of training and exercising undertaken, including lessons learned. An action plan for agreed next steps as a result of training and exercising (including lessons learned from a real incident) will be developed and built into the plan review process.

Please see in Plan Template **Appendix I** – Training & Exercise log and **Appendix II** - Action Plan Sheet

Distribution

The plan is available to all staff where appropriate. A copy of the plan, together with other emergency documentation will be kept off-site at a secure location outside the office. A soft copy of this plan will be available on the secured location of our website

Location

This is the business continuity plan for MK Executive Care Services Ltd which is situated at: Unit 05, RRZ Enterprise Centre, Vincent Carey Road. Hereford. HR2 6FE

Staff

MK Executive Care Hereford employs 17 staff in total.

SERVICE USER'S PRIORITY CATEGORISATION

Service User Risk Levels

Rating	Priority	Criteria
	3	Clients who require complete support i.e. personal hygiene, feeding, medication assistance, through the night cover. Clients who are immobile and isolated and whose only daily contact is the Care Support Worker.
	2	Again complete support required (as above) but have other support mechanisms that can be used i.e. family, friends and/or other Agencies who also provide a service to them.
	1	Clients, who are more able and receive companionship, help with household chores and/or shopping, and who will be able to fend for themselves for a few days.

Service Users Initials	Risk level
LB, TD,SH,CO, BS,NW	1
ME,CP,RP, JP,TR, CW,DW,PY	2
SGH, JL,CR,JS,NS,MW, RY	3

Risk Level:

1 – Lowest and 3 – Highest

Using this risk analysis, respond should be provided to those with the highest score because they are more at risk as compared to those with lower scores.

NB: For new clients this could be undertaken at the initial assessment or at the planned review stage, or as a result in a change of a client's circumstances. This information will need to be reviewed and updated regularly.

Part 2 – RISKS TO CONTINUITY OF BUSINESS

Threats, Hazards and Solutions

	Level 6
	Level 5
	Level 4
	Level 3
	Level 2
	Level 1

Risk Level	Risk Area	Actions/Response
Level 1:	Loss of key staff- unexpected absence of an individual for a period of time. Pandemic – Flu, Coronavirus, others, Staff sickness absence < 10% sickness absence Staff departure due to Brexit	<ul style="list-style-type: none"> • If staff are unable to work, the following will be considered: <ul style="list-style-type: none"> <input type="checkbox"/> Temporary Contracted staff <input type="checkbox"/> Freelance staff <input type="checkbox"/> Former Staff <input type="checkbox"/> Professional Associations <input type="checkbox"/> Volunteer staff from other branches of the organisation <input type="checkbox"/> Staff from partner organisations <input type="checkbox"/> Existing staff work longer shifts • Staffs performing key tasks are encouraged to write procedure notes so that less experienced staff would be able to perform these important duties in their absence. • Other staff could be used to supplement those performing front line roles. Prioritise work schedules Provide cross training for critical roles
Level 2:	Loss of electricity	<ul style="list-style-type: none"> • We will find out if duration of outage is known • Investigate – has the supply been completely cut off? Are neighbours affected? Have we been previously informed that the supply would be cut off temporarily? • The systems and appliances that may be affected during a power failure are the computer network (including the internet) and the telephones. • Work remotely • Access data from remote storage • Intercom may not work, rear access available and the front door to be left unlocked • Torches and batteries stored in reception • Battery lighting (30mins) • Put the front door on larch • Use manual systems and mobile phones for contact to key individuals and our service users • Inform BT to divert phones to our mobiles if we can divert them by ourselves
Level 3:	Loss of data/internet downtime loss of IT,	<ul style="list-style-type: none"> • All electronic files are backed up periodically and copies are kept in our remote storage. • We have signed up to a new system which stores information in the cloud and can be accessed remotely away from the office. • Manual/hard copy folders are accessible • Key paper documents are scanned • Staff images are not all held electronically. • Key staff has access to confidential information, • Sensitive documents are password protected.
Level 4:	Disruption to telephone lines	<ul style="list-style-type: none"> • Again disruption to telephone services could be in isolation or due to the loss of the building. • Do you have maintenance contracts in place to provide a prompt response to a telecommunications failure? Yes – we have contract with BT Business. • If the problem was isolated could calls be transferred to alternative numbers or a mobile number? Yes – BT will divert calls to our mobile. Apart from individual mobiles, the office has a dedicated mobile line.

Risk Level	Risk Area	Actions/Response
Level 5	Snow days	<ul style="list-style-type: none"> • Ensure all staff /client numbers are correct for successful communication • Services users are classified based on their condition and dependency on care staff like bedridden, medication dependence or live alone without support. • Service users with high needs will be visited first • Use adverse weather coordination team/plan • Manager to identify staff that lives close by to service users? • Use vehicles with good tyre grips to transport staff • Use taxi service where applicable to reach service users • Send alerts to service users/staff to advise of potential delays to the service due to adverse weather conditions • Use the agency manager software • Staff within walking distance of service users commute by foot
Level 6:	Fire	<p>Isaac Ukeleghe has overall responsibility in respect of health and safety risks</p> <ul style="list-style-type: none"> • In accordance with the Fire Precautions (Places of Work) Regulations 1997, there are Emergency Planning Procedures in place: • Fire extigushers are serviced regularly • Staff are provided with fire safety training.

Critical/ Key Information

BUSINESS IMPACT ANALYSIS

LIST **all** of the activities which the provider carries out and describe the effect on service delivery over the timescales within the below table. The more detailed the list, the easier it will be to prioritise your critical activities.

Briefly summarise the effect on service delivery for business interruptions lasting for each of the time scales, where relevant. (If not relevant enter N/A). If the effect on delivery is dependent to the time of day/month/year (i.e. medication / helping a client get up in the morning / end of year accounts) then please provide details in the 'Time Critical' column of when the effect on delivery is at its greatest.

Activity	Time Critical (Y/N)	Effect on Delivery			
		First 24 hours	24 – 48 hours	Up to 1 week	Up to 2 weeks
Driving to S.Users	Y	Serious			
Producing the rota	Y	Can be managed	Can be managed	Serious	
Spot checking of staff	Y	Can be managed	Can be managed	Can be managed	Serious
Unable to provide care	Y	Serious			
Unable to pay staff	Y	Can be managed	Serious		
Unable to hold staff meeting	Y	Can be managed	Can be managed	Can be managed	Can be managed
Unable to provide	Y	Can be managed	Can be managed	Can be managed	Can be managed

Training to staff					
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RISKS ASSESSMENT METHODOLOGY

Risk Matrix

Within any risk register there will be many risks that could have a major impact on the organisation's ability to provide the required outcomes. It is, however, not always possible to mitigate these risks, therefore it is important that the organisation examines these risks in detail in advance. The risk evaluation matrix is a simple approach to quantifying risk by defining qualitative measures of consequence (severity) and likelihood (frequency or probability) using a simple 1-5 rating system. This allows the construction of a risk matrix, which can be used as the basis of identifying risk. The risk score is Impact x Likelihood. Details of the risk evaluation matrix are given below.

Impact (Severity)

Impact is the actual or potential outcome of an event/risk/hazard occurring. The table below sets out 5 levels of impact, and must be used to allocate a score to the actual or potential outcome of an event/risk/hazard.

Likelihood (frequency or probability)

This is the likelihood of the event/hazard/incident occurring or reoccurring. The table below sets out 5 levels of likelihood, and must be used to allocate a score to the likelihood of the event/hazard/incident occurring or reoccurring.

A final risk rating should be calculated using the following matrix which places the emphasis on impact:

Impact	1. Insignificant	2. Minor	3. Moderate	4. Significant	5. Catastrophic
Likelihood					
1. Negligible					
2. Rare					
3. Unlikely					
4. Possible					
5. Probable					

Important Notes

It is the responsibility of those completing the steps in this toolkit to assure themselves that:

1. An appropriate rationale / justification exists for the risk ratings recorded;
2. A sufficient audit trail exists; and
3. They have sought wherever necessary relevant approvals and sign-off from the Provider Manager.

NB: You will be asked to identify and assess risks based on these affecting the following:

- **PEOPLE** - Risks that may cause loss of staff / result in insufficient staff relative to normal operational requirements. Care not being provided to clients and consequences of the care not being provided
- **PREMISES**- Risks that may cause loss / damage / disruption to buildings / facilities / equipment. Such as provider base, client's home
- **PROCESSES** - Risks that may cause loss / damage / disruption to IT Hardware / IT Software / Communications / Data / Information / Records.
- **PROVIDERS** - Risks that may cause loss / disruption services or supplies that are provided by external organisations.
- **PROFILE** - Risks that may cause damage to reputation.

Ensure the above 5 Ps are detailed as part of the outcome description in the risk register

RISK REGISTER

RISKS			COUNTER MEASURES		
No.	Description of Risk	Inherent Risk (Likelihood/Impact)	Description of current controls/mitigation in place and date when controls were last reviewed and reported upon	Residual Risk (Likelihood/Impact)	Further controls proposed, and date for implementation
1	Vehicle breakdown	Very High	Signed up a vehicle recovery contract Have extra staff on standby	High	Staff to send evidence of regular maintenance of vehicle
2					
3					
4					
5					

HOW TO ACTIVATE THE PLAN

INITIAL NOTIFICATION/ ACTIVATION FLOWCHART



Duty Manager/senior member of staff to assess immediate response required and to carry out:

- Start a log –
- Conduct service impact analysis & identify risk
- Decision to activate plan on standby or to implement

Incident dealt with using normal services and resources

Assistance with incident response required

Notify/Brief/Advise:

- 1 Emergency Services (if appropriate dial 999)
- 2 Clients: Contact details
- 3 Stakeholders – commissioning authorities; subcontractors; suppliers

Review and Update Service Impact Analysis and Assess wider impact including disruption to:

- Staff
- Clients
- Services
- Subcontractors and suppliers
- Commissioners
- Other Associated Agencies

Alert setting owner/Head office on: 01908375199

Business Continuity Team required?

- Agree location to manage incident from
- Appoint an Incident Manager
- Convene meeting

- Alert CCG/Public Health communications staff
- Agree spokesperson
- Agree statement regarding initial response to incident and actions taken – See Media Golden Rules

Media Response required?

If a situation cannot be handled under Business as usual, it is essential that the relevant Duty Manager is contacted as soon possible

The Manager/ Duty Manager will activate the plan, using the following activation sequence:-

1. Stand By
2. Implement
3. Stand Down

‘Standby’ will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan.

‘Standby’ allows key officers time to think, brief staff, start a business interruption log and prepare for the deployment of resources should an “Implement” message be received. This is particularly important if an interruption occurs towards the end of a shift and staff may need to be asked to stay at work until the situation becomes clear. Resources are not normally deployed at this stage (although this will largely depend upon circumstances) and a “Stand Down” may follow this type of alert.

‘Implement’ will be used to activate the plan in its entirety.

‘Stand Down’ will be used to signify the de-activation of the Plan. It is important that everyone in the organization knows when the establishment has returned to ‘business as usual’. It is also important that all staff and all stakeholders who helped in the response are thanked for their efforts.

LOGGING OF THE INCIDENT

- Start a log as soon as the incident has started by completing the sheet below (use further sheets if the need arises). Log any actions taken, e.g. utility disconnected, IT failure, etc. Decisions made and to make. State date, time, contact details, type of event, scale, etc.
- Note any damage
- Call out of key staff to convene management/incident team.

It is important to ensure that all information / decisions and actions are logged **in the order they occur**.

Business Interruption Log Sheet

Date:

Log Ref	Time	Information/Decisions/Actions	Items outstanding

SERVICE IMPACT ANALYSIS AND RISKS LOG

DATE OF DISRUPTION:

TIME:

DATE OF REPORT

TIME:

Name and Job Title of Person Making Report:	
Disruption Description:	Casualties & Physical Damage:

(What, why, where, how)	
Immediate Risks:	
Estimated Impact and Risks to Services First 24 hours First 3 days	Estimated Impact and Risks to Services First 7 days: Over 7 days

STAFF NOTIFICATION – CALL TREE

It may be impractical for one individual to call everyone within your organisation to notify and brief them at times of an incident.

You may wish to consider the development of an appropriate call tree (see the example below) where certain people within the organisation are tasked with calling particular members of staff.

In the example below, you have two senior carers/managers (tier 2) who oversee two teams of carers. Each senior carer may be tasked with calling their particular team members, or those at tier 3 could be tasked with calling those at tier 4. It is important that when calls have been made that the lower tiers report back to the upper tiers to confirm whether or not the calls have been successful.

In the event of a serious incident (e.g. a death), tier 1 may need to escalate upwards to keep all key staff informed (see *organisation chart at appendix III*).

NB: Ensure you have deputies to act as back-up in the event of people not being able to conduct their part of the call tree.

If you have an alternative method for notifying staff (e.g. SMS Text Messaging platforms), please insert the details in this section.

Name
Tel
Deputy

Name
Tel
Deputy

Name
Tel
Deputy

Name
Tel
Deputy

Name
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Deputy

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Deputy

Name
Tel
Deputy

Depending on the nature of the incident, you may need to consider contacting next of kin, commissioning authorities, etc., as listed in the contact sheets

CLIENT NOTIFICATION

Where necessary / appropriate you may need to contact client’s relatives, other carers etc., that an incident has occurred including advice on what you are doing to manage the situation and if there is likely to be any changes to their normal care plan and how clients, other carers and family can assist until normality is restored.

Please see contact page for contact details

STAKEHOLDER NOTIFICATION

Suppliers and Subcontractors

Where necessary / appropriate you may need to contact your suppliers and any subcontractors that your agency relies upon to maintain / deliver services through that an incident has occurred including advice on what the Agency is doing to manage the situation, any risks that have been identified including any specific advice / instructions to them for them to assist in the management of the incident until normality is restored. Please See - Suppliers and Subcontractors Contact Details

Commissioning Authorities

In addition, you are advised to contact your commissioning authorities that an incident has occurred and advise them what the Agency is doing to manage the situation, any risks that have been identified including any specific advice / instructions to them for them to assist in the management of the incident until normality is restored. Please See Page 24 - Commissioning Authorities Contact Details

ROLES: ACTION CARDS/ CHECKLISTS

The Domicile Owner / manager or most senior person on duty undertakes the following overall Incident Manager:

Checklist for Incident Manager

ACTIONS FOR CONSIDERATION:

- Locate copy of Business Continuity Plan
- Activate Business Continuity Plan
- Start Business Interruption Log
- When capturing information regarding the incident, ensure all names and contact details are taken in full for log purposes.
- Nominate a Business Interruption Support Officer (s)
- Brief owner / head office on situation
- Alert other relevant staff that Plan has been activated
- Ensure all staff out caring for clients in the community are briefed and advised appropriately
- Assemble all relevant staff and assign tasks
- Ensure Service Impact Analysis and identify risks is carried out (review regularly as appropriate)
- Review care plans and develop action plans (review regularly as appropriate)
- Review Service Area Priorities in light of interruption and timing
- Activate relevant Response Strategies contained within this plan as appropriate
- Authorise all contingency expenditure as appropriate
- Ensure all stakeholders are alerted and briefed
- Continue regular briefings to staff
- Establish recovery timetable
- Consider own domestic arrangements if situation escalates
- Consider shift working, rest periods and refreshments for all staff
- Collect and collate log sheets to prepare final report
- Provide Business Continuity Coordinator with copies of all reports
- Review arrangements in consultation with staff
- Thank all staff involved in response to business interruption
- Stand down
- Conduct a debrief to review the response and recovery, and develop an action plan from the debrief
- Ensure an incident report (including lessons learned and action plan) is developed

FIRST MEETING AGENDA

TIME AND PLACE:

ATTENDEES:

CHAired BY:

No	Item	Action	Action by who	Action by when
1	<p>Analysis of Impact</p> <p>Review Service Impact Analysis and risk sheets Brief team on nature, severity and impact of disruption. Identify information gaps Review Client priorities and care plans and develop action plans as appropriate including a review process</p>			
2	<p>Confirm Roles</p> <p>Agree roles and responsibilities of staff during the disruption. If required revise roles and determine if additional staff/deputies are required. Inform additional team members that they may be required Stand down members not required</p>			
3	<p>Confirm Key Contacts at Scene of Disruption</p> <p>Main points of contact for ongoing information updates</p>			
4	<p>Logs</p> <p>Ensure team logs and personal business interruption logs are in place. (Written record of significant events throughout the crisis. Written record of all communications)</p>			
5	<p>Recovery Management</p> <p>Review recovery priorities Determination of support requirements.</p>			
6	<p>Welfare Issues</p> <p>Have members of staff, visitors or third parties been injured? What is their location? What immediate support and assistance is required? What ongoing support and assistance might be required?</p>			
7	<p>Communications</p> <p>Who should we inform? Are professional Public Relations/Media advisors required?</p>			

	Determine which, if any external regulatory bodies should be notified. Determine any internal communications that need to take place (other sites, affected services etc.).			
8	Media Strategy Determine the media strategy to be implemented. What is the story? What is the deadline?			
9	Legal Perspective Determine what legal action or advice is required.			
10	Insurance Position Determine whether insurance cover is available and if so, how best to use the support it may provide.			
11	Next meeting Date, Time, Agenda, Place and Attendees of next meeting			

RECOVERY

Recovery is the long term process of rebuilding, restoring and rehabilitating all those affected by the interruption. Depending upon the seriousness of the situation this could take weeks, months or even years. The recovery phase may well consist of peaks of activity, such as around the time of an anniversary of the incident, as well as routine ongoing work to address the physical and psychological effects of the emergency.

Debrief and Learning Lessons

After an emergency, it is very important that thorough debriefs are carried out to capture lessons learned, issues identified, recommendations to be implemented, and planning assumptions to be reviewed. Debriefs should be undertaken in a way which promotes honesty and looks towards improving business continuity plans, rather than be exercises in trying to apportion blame. A hot debrief should take place immediately after the interruption and then a structured (cold) debrief after the interruption at whatever timescales are felt to be appropriate. Agencies should record the results of debriefs and be aware that the contents of debrief documents may be used as evidence in Public inquiries.

MEDIA GOLDEN RULES

This short guide is to assist Spokespersons of MK Executive Care Hereford where:

- **They may find themselves caught in circumstances where failure to respond to immediate media demands may in itself have a negative impact; or**
- **They have been nominated to speak to the media and needs to refresh their media handling skills**

BUY TIME/BE PREPARED

Never speak to the media without having prepared/gathered yourself
 Agree appropriate time slots for press to receive statements/interviews
 If an impromptu interview is requested seek advice from Provider owner prior to interview
 Establish the type of issues the media want answered ahead of time so you can prepare suitably
 Speak with as much preparation completed as possible
 Prepare the key points you want to say and if the first question does not give you the opportunity to give that message, start with “before I answer that question, may I say ...”

REMEMBER

Facts are key – assume nothing
 Avoid “no comment” responses – it suggests the worst
 Deception is fatal
 Doubts destroy confidence and fuel conjecture about dishonesty. Where appropriate a firm denial should be made
 Someone else may be telling the story without correct information and their version sets the mood
 People will feel privileged if told early enough and are trusted with the facts; they will feel disillusioned if they ‘discover’ the truth; they will become disaffected if their story differs from yours
 Answer everything
 Manage the control and flow of information
 Media priorities are people, environment, property and money – in that order

SHOW

Concern – you care about what has happened
 Commitment – to find out what happened and put it right
 Control – of situation at most senior level

DO

Be positive and truthful
 If you do know – tell them
 If you don’t know – tell them you don’t know
 Do not speculate – instead defer to the inquiry to follow
 Remember – you want the answers more than anyone else

DON'T

Admit liability – refer to the need for the matter to be fully investigated

CONTACT DETAILS

Client Priority and Contact Details						
Rating: RED AMBER GREEN	Client Name:	Address:	Brief Description of Care:	Client’s Contact Numbers:	Next of Kin / Assigned contact:	Other Carers / Provider Contact Numbers:

See the page on Clients Priority Categorisation for guidance on the RAG rating system

KEY CONTACT SHEET – COMMISSIONING AUTHORITIES

These are the list of organisations that commissions services with MK Executive Care Hereford

Name/Designation:	Office Number:	Mobile Number:	Other Contact Details:

KEY CONTACT SHEET –SUPPLIERS AND SUBCONTRACTORS

NB: Include all suppliers and subcontractors including your utility providers (gas electricity, Water and telephone) and any other suppliers and subcontractors that are identified through conducting your Business Impact Analysis (See Page 24. E.g. Suppliers of equipment, stationary, consumables, personal protective equipment (PPE) etc.)

Alphabetical Order:

Name/Designation:	Office Number:	Mobile Number:	Other Contact Details:

APPENDIX I – TRAINING & EXERCISE LOG SHEET

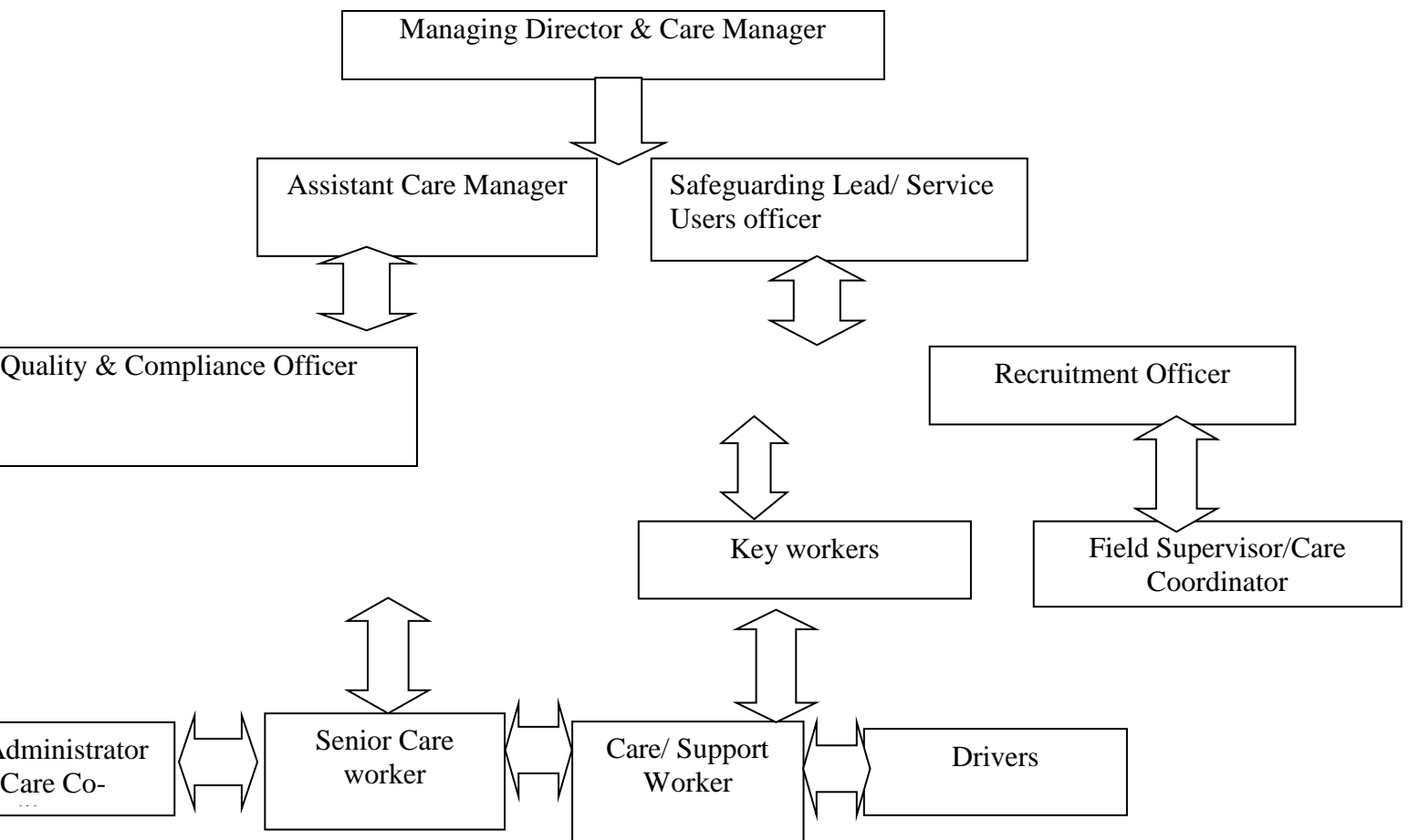
Name of training event / exercise	
Date	
Type of event	E.g. Training / Table top Exercise / live Exercise / Seminar / Presentation
Service(s) involved	
Location	
Responsible Officer	
Aims	
Objectives	
Participants	Attach attendance sheet (including name and title)
Summary of training and exercise	Summarise: <ul style="list-style-type: none"> • How and if objectives were achieved? • Lessons learned? • What went well? • What needs improvement? • How will lessons learned be addressed?

<i>Agencies are responsible for maintaining their own records of training and exercises conducted.</i>	

APPENDIX II – ACTION PLAN

Plan Lead				
Actions / lessons learned to be implemented	Responsible Person	Timescale	Completion Date	Confirmation any actions recorded on register?

APPENDIX III – Organisation Chart



Director / Registered Manager – Isaac Ukeleghe

- Responsible for the day to day running of the organisation
- Designing and implementing a marketing plan
- Liasing with trainers / training organisations to ensure all staff are trained

- Designing and ensuring an orientation/induction program for new hires is carried out
- Attend all safeguarding meetings
- Checking for correct implementation of safety procedures
- Supervising the audits of all aspects of the organisations to ensure compliance
- Carrying our financial planning and liaising with the accountant
- Support with the management, appraisal, supervision and mentoring of management staff
- Liaising with other professionals and organizations to ensure that our clients are well supported
- Reading, attending workshops and liaising with professional bodies to stay abreast of developments in the field.

Assistant Care Manager /Safeguarding Lead – Isaac Lauren - Owusu

- Assisting the registered manager to ensure that the organisation is managed and delivered its services effectively and efficiently
- Responsible for the welfare and training of field staff
- Supervising and carrying out spot checks on field staff
- Carrying out induction of new staff
- Attend all safeguarding meetings
- Supporting the care coordinator to ensure that all shifts are covered
- Support with the administration of the organisation

Safeguarding Lead/ Service Users officer – Isaac Ukeleghe

- Ensure that all service users are protected and issues relating to safeguarding are dealt with and reported to the appropriate authorities
- Liaise with care co-ordinator to accept new packages while managing existing ones
- Carry our risk assessments and ensure that all service users have up to date care plans that meet their needs and these are on careline system
- Follow up all safeguarding issues and raise any safeguarding alerts
- Organises and ensure service users forum are maintained
- Carrying out reviews of all existing packages
- Support with the administration of the organisation

Quality and Compliance Officer Bolu

- Carry out audits on all aspects of the organisation operations to ensure quality is delivered
- Analyze monthly report and suggest ways for improvement
- Check for daily login and out of staff including completion of care notes
- Contact erring staff on compliance and report this to management
- Examines current operating procedures to determine how quality may be improved
- Support with the administration of the organisation

Recruitment Officer - Ejuma

- Ensure that all adverts for recruitments are placed, monitored and managed accordingly
- Carry out the recruitment of staff according to legal requirements
- Ensure that all staff files are completed and updated on careline system
- Refer staff for training
- Support the care co-ordinator that all shifts are covered
- Support with the administration of the organisation

Office Administrator and Care Co-ordinator – Emmanuel

- Managing documents including filing, photocopying, scanning and shredding
- Arranging courier / postal services including opening and distributing post
- Answering the telephone, passing the calls to relevant persons and responding to emails as well as other enquiries
- Ensuring that the office supplies are stocked regularly
- Ensuring the meeting room is kept tidy
- Learning about and providing support for the company's systems such as CM2000 & Careline
- General administrative and business support for the Management Team
- Any other duties

Key workers

- The link between staff and service users in each zone
- Support with the induction of new staff
- Support with the spot check and supervision of staff
- Report to the care coordinator when there are issues with any package