

Name of Care Home**Care Home Extended Evacuation (Stage 2) Action Card**

Expectation to be in place and readily available:	
1.	Emergency Passport for all Residents
2.	Contact List for Care Home Management and Staff for additional support
3.	Pre-identified Place of Safety for immediate use in prolonged evacuations
4.	Clear access and egress to the Home for the Emergency Services

Stage 2 Evacuation: Prolonged Response	
1.	When apparent the evacuation is going to be prolonged the emergency service may declare a major incident and involve a range of other agencies – including other emergency services, Local Authority Resilience Unit, Voluntary Organisations etc.
2.	<p><u>Transportation – Medical Needs:</u></p> <p>Where there are medical needs identified, the West Midlands Ambulance Service will respond to a major incident and provide transportation for the Residents.</p> <p>In the event of this dial 999, Ask for Ambulance and provide the following information:</p> <ul style="list-style-type: none"> • Nature of the incident • Best place for access / egress of ambulance vehicles • Who is the main point of contact at the Care Home • How many residents require transportation in an ambulance • What location are the residents being taken to • Is any specialist equipment required i.e. Bariatric

Care Home Person in Charge – Emergency Contact Details			
	Detail	Phone Number Office Hours	Phone Number Outside Office Hours
1.	Place of Safety	TBC by Care Home	TBC by Care Home
2.	Local Authority Social Care	01952 385385 (Option 3) 'Family Connect'	01952 676500 'Emergency Duty Team'
3.	Care Home Management / Owner	TBC by Care Home	TBC by Care Home

Local Authority Social Care Notification:	
1.	<p>The following information will be required:</p> <ul style="list-style-type: none"> • Name, address and postcode of the Care Home • Nature of the incident • Immediate actions already taken by the Care Home staff • Has any resident been identified as needing hospital treatment / confirmation of which hospital they have been taken to • Name of the Place of Safety for the residents • The name, contact details and mobile phone number of the person in charge • Any immediate support requirements • Any medication requirements for residents
2.	<p>Advise if you have taken any of the following action:</p> <ul style="list-style-type: none"> • Liaised with Next of Kin • Sourced alternative accommodation • Arranged transportation
3.	<p>If necessary, the Local Authority will now liaise directly with the Person In Charge of the Care Home.</p>

Care Home Incident - Local Authority Action Card

Actions to be taken by Family Connect / Emergency Duty Team:	
1.	<p>Obtain the following information:</p> <ul style="list-style-type: none"> • Name, address and postcode of the Care Home • Nature of the incident • Immediate actions already taken by the Care Home staff • Has any resident been identified as needing hospital treatment / confirmation of which hospital they have been taken to • The Place of Safety for the residents • The name, contact details and mobile phone number of the person in charge • Any immediate support requirements • Any medication requirements for residents
2.	<p>Confirm if the following has been completed:</p> <ul style="list-style-type: none"> • Liaison with Next of Kin • Sourcing of alternative accommodation • Arrangements for transportation
3.	<p>Escalation / notification:</p> <p>Depending on the time of day immediately alert either:</p> <p>The relevant SDM or The 'On-Call SDM for Adults'</p>

Care Home Incident – (On-Call) SDM Actions

Actions to be taken by SDM:	
1.	Obtain enough information to assess the Scale Duration and Impact of the incident from the information obtained and liaison with the Care Home and / or the Emergency Services.
2.	Alert the Assistant Director
3.	Agree if there is a need to convene an Incident Response Team and confirm the need to convene an Incident Response Team meeting.
4.	Agree where the Incident Response Team will meet? (e.g. EDT Office OOH?)
5.	Consider possible attendees: <ul style="list-style-type: none"> - Assistant Director - Service Delivery Manager Commissioning, Procurement & Brokerage (Vulnerable People) - Assessment and Case Management Team - My Options Team - Resilience Unit – 07580 531257 - Communications Unit
6.	Alert Partner Organisations: <ul style="list-style-type: none"> - Telford & Wrekin CCG - CQC

Care Home Incident – Incident Response Team Meeting Agenda

Incident Response Team Meeting Agenda:	
1.	Aim: <ul style="list-style-type: none"> - To ensure the Safety, Comfort & Dignity of the Residents - To support the Care Home in its response and recovery to any incident requiring evacuation of its residents
2.	Objectives / Actions: <ol style="list-style-type: none"> i. Identify the immediate needs of the Residents ii. Additional Resources required to support the Care Home / residents iii. Liaison with Next of Kin iv. Alternative accommodation v. Transportation vi. Escalation of the incident – i.e. Hospitalisation. vii. SITREPs for SMT, The Leader and Cabinet Member (? Site reps) viii. Media – Public Relations ix. Maintain an action / decision log x. Council Representative needed on scene? xi. Any mutual aid with other Care Homes?