"CORONAVIRUS NEWS UPDATES"

5 top tips to help your social care organisation

BUSINESS CONTINUITY PLAN (BCP)

Assess the risks and critical functions in different departments within your organisation, such as IT and suppliers. Have a plan ready to deal with different scenarios, such as staff unable to turn up to work.

A robust BCP is necessary and useful for not only during the Coronavirus, but for other potential threats to your services.

1

ESTABLISH AN ACTION PLAN

Create an action plan that allows you to work through the checklist. You can utilise the free checklist QCS provided on the pandemic policy, to help you identify any gaps swiftly.

Your action plan should also be dated correctly and listed clearly who are accountable for which action.

2

CREATE A COMMUNICATION STRATEGY

Set up a weekly meeting with your team, either face to face or virtually. This is particularly useful when people are working remotely.

Techniques such as Situation, Background, Assessment, Recommendation (SBAR) can also be utilised during a meeting to facilitate prompt and appropriate communication.

3

BE EMPATHIC

It is not unusual for your service users and their families to be worried about the situation. To ease their fears, share your plan with them regularly. Staff should also feel free to share their concern with you.

A variety of great information can be found on the NHS and Public Health England's website.

4

UP-TO-DATE POLICY

As the situation is changing rapidly, you must stay up-to-date with different policies and procedures, such as policies around staff unable to attend the workplace and compassionate leave. If you have staff that can work from home, it is also necessary to consider the support required for them to work productively and safely.

5

As the largest provider of compliance policies, procedures & guidance and inspection tools, we have released a video series - "Coronavirus News Updates", providing regular tips for social care and primary care providers. To watch the full video presented by our Head of Quality Care, please visit https://www.qcs.co.uk/coronavirus-news-updates/.

You may also visit our website at https://www.qcs.co.uk and start a free trial on our Care Management System.

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