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| **DOCUMENT TITLE:** | **Emergency Protocol (Barton Moss & Marydale)** |
| **CATEGORY:** | Governance and Assurance |
| **LAST REVISED:** | April 2023 |
| **VERSION:** | V2 |
| **DUE FOR REVISION:** | April 2024 |
| **OWNED BY:** | Area Operations Manager - Central |
| **RELATED DOCUMENTS:** | Group - Service Resumption Plan and Business Continuity Policy, Health and Safety Policy Delphi – Incident Policy and Protocol |

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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a  difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |

Emergency Protocol (Barton Moss & Marydale)

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| **BEFORE** | |
| All staff understand how the business responds to an emergency and understand their individual role within these scenarios. | All staff must read the Calico Business Continuity Policy, and the Emergency Protocol relevant to their service. Any questions must be raised proactively.    Upon joining Delphi Medical, all staff must undertake their corporate & site induction that includes area specific emergency information.    Managers must ensure that all staff have completed the above steps before they are able to work alone in this respect. |
| Effective systems are in place. | Service Managers must ensure that all business continuity processes always remain in date.    The SLT must audit the effectiveness of all emergency processes, in line with the planned/unplanned audit schedule. |
| Incidents and health and safety issues are reported, and lessons are learnt. | All near misses, incidents, and H&S issues must be reported in line with the Health and Safety Policy, and Incident Policy and Protocol  [Click here for link](https://forum.delphimedical.co.uk/policies/Clinical/Untoward%20and%20Serious%20Untoward%20Incident%20Policy.docx),    Lessons learnt/examples of best practice are discussed at the monthly managers meeting and cascaded to all staff via the team meeting. |
| The Senior Leadership Team is kept (as aware as possible) of potential upcoming emergency situations. | Company Lead and SLT to keep abreast of local and national news.    All members of the Senior Leadership Team are advised immediately Corporate Services that an incident has been submitted.    Additionally, at the monthly Managers Meeting, the managers must prepare any safety items to escalate to the monthly Senior Leadership Team meeting. |

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| **DURING** | |
| **Fire, flood, building damage or incident rendering access to the building impossible or unsafe** | |
| STAFF MEMBER:  Timely communication and safe response | I have attended work to find a fire, flood, building damage, or incident rendering access to the building impossible or unsafe.  Prison protocol and Trust policy to be adhered to. Contact Service Manager   * Joanna Clarke 0161 8176087 / 07821302006   Contact one of the Recovery Team Lead’s who will pull together the rest of the Recovery Team.   * Tom Woodcock 07922887639 * Claire Illingworth 07834825408     Make a running log of events and follow the instructions of the Recovery Team. |
| RECOVERY TEAM LEAD:  Timely and collaborative communication and safe response | Take over the running log of events as part of the incident reporting process.    Convene the full Recovery Team   * Claire Illingworth 07834825408 * Tom Woodcock 07922887639 * Joanna Clarke 07821302006 * Andrea Bretherton 01618176087     Retrieve the emergency box if possible, located in the Delphi office. This includes telephone divert lists, commissioner on call Rota’s, key contacts, client telephone review sheets and blank case files, A4 paper, notepad, pens and pencils, blank paper incident forms. |
| RECOVERY TEAM:  Timely and safe response | Communicate with DARS clients where possible to inform of the service delivery plan.    If the incident renders DARS areas unusable, immediately speak to the SCH Manager to identify |



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|  | and support risks and seek permission to move areas where appropriate. |
| RECOVERY TEAM:  Timely and collaborative communication and safe response | Identify team resource and talk with ALL staffing group about the plans. Clarify immediate priorities and instructions on how to keep safe.    Ensure all patient records are up to date and reflective of all processes and conversations undertaken. |
| RECOVERY TEAM LEAD:  Safe service resumption | Identify timescales for safe building re-entry and communicate to all.    Resumption of service.    Debrief meeting scheduled, outlining further actions and lessons learnt. |

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| **DURING** | |
| **IT Systems Failure** | |
| STAFF MEMBER:  Timely communication and safe response | I have found that the IT system(s) has failed.    Contact Service Manager   * Joanna Clarke 0161 8176087 / 07821302006   Contact one of the Recovery Team Lead’s who will  pull together the rest of the Recovery Team.   * Tom Woodcock 07922887639 * Claire Illingworth 07834825408     Make a running log of events and follow the instructions of the Recovery Team. |
| RECOVERY TEAM LEAD:  Timely and collaborative communication and safe response | Take over the running log of events as part of the incident reporting process.    Convene the full Recovery Team   * Claire Illingworth 07834825408 * Tom Woodcock 07922887639 * Joanna Clarke 07821302006/01618176087 * Andrea Bretherton 01618176087 |





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|  | Report to the Head of Healthcare (or on call Trust Manager out of hours) for GMMH to be able to implement the plan for loss of SystmOne.    Seek access to the SystmOne computer held within the CBU (Chapman Barker Unit) or the contingency surface pro located in head of healthcare office.  Retrieve the contingency folder held within the Delphi office which contains:   * Paper case files with blank case notes and assessment documents |
| RECOVERY TEAM:  Timely and safe response | Inform ALL staff to record all patient contact notes in designated note pads. |
| RECOVERY TEAM LEAD:  Safe service resumption | Inform ALL staff to scan all paper documents onto the system, update patient records, and destroy paper notes in line with the Information Governance Policy which can be found here.    Once transcribed onto System One, the name and date of the transcript must be identifiable and written on the forms.  All medications recorded and reconciled on System One to ensure continuity and safety of prescribing and dispensing medications.    Debrief meeting scheduled, outlining further actions and lessons learnt. |

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| **DURING** | |
| **Staff shortages (>30%)** | |
| STAFF MEMBER:  Timely communication and safe response | There must always be at least One qualified nurse and two other staff within the building.    Several people have not attended for shift, or I know that several staff will be unable to attend for their planned shift.    Contact Service Manager |

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|  | * Joanna Clarke 0161 8176087/07821302006     Contact one of the Recovery Team Leads who will pull together the rest of the Recovery Team.   * Claire Illingworth 07834825408 * Tom Woodcock 07922887639     Make a running log of events and follow the instructions of the Recovery Team. |
| RECOVERY TEAM LEAD:  Timely and collaborative communication and safe response | Take over the running log of events as part of the incident reporting process.    Convene the full Recovery Team   * Emma Thornber 07583511844 * Claire Illingworth 07834825408 * Joanna Clarke 07821302006/01618176087 * Andrea Bretherton 01618176087     Inform appropriate Group Business Services Department.   * HR – Sarah Edgar 07422076770 |
| RECOVERY TEAM:  Timely and safe response | Assess staffing cover options via the following means (in order).   * Staff redeployment from other contracts, including SLT. Contact Claire Illingworth 07834825408 on or Louis Wild on 07428714499. * HMP Manchester 01618176087 * Bank staff contacted to cover shifts via 01253 205158 or the bank contact list directly. * Partners within the Group to be contacted   i.e. Acorn. Contact Sarah Tattersall on 07840885660   * In the event of a staff shortage which cannot be rectified, inform GMMH and the SCH who will work closely with healthcare to identify if there is any capacity for support as part of the wider team approach in the event of urgent issues. * GMMH Contacts * Grace Crawford 0161 686 5964 * Mark Hayden wright 0161 686 5969 * Barton Moss SCH 0161 686 5900 * Rebecca Gillham 01744 606 910 * Marydale Lodge 01744 24040 |
|  | * Work with the HR team to establish support required for the workforce. |
| RECOVERY TEAM LEAD:  Safe service resumption | Resumption of service and communication to all.    Debrief meeting scheduled, outlining further actions and lessons learnt. |

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| **DURING** | |
| **Public Health Emergency** | |
| STAFF MEMBER:  Timely communication and safe response | I have been made aware of a public health emergency (such as COVID-19).    Contact Service Manager   * Joanna Clarke 0161 8176087 / 07821302006   Contact one of the Recovery Team Lead’s who will  pull together the rest of the Recovery Team.   * Emma Thornber 07583511844 * Claire Illingworth 07834825408     Make a running log of events and follow the instructions of the Recovery Team. |
| RECOVERY TEAM LEAD:  Timely and collaborative communication and safe response | Take over the running log of events as part of the incident reporting process.    Convene the full Recovery Team   * Emma Thornber 07583511844 * Claire Illingworth 07834825408 * Joanna Clarke 07821302006/01618176087 * Andrea Bretherton 01618176087     Inform appropriate Group Contacts and Business Services Departments.   * Facilities - Shirley Hester 07976079505 * IT – Ann-Marie Thornley 07855279604 * HR – Sarah Edgar 07422076770 * Exec Team member.     Identify accurate and in-date Public Health advice and incorporate into service delivery. |

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| RECOVERY TEAM:  Timely and collaborative communication and safe response | Communicate with ALL staffing and patient groups about the plans. Clarify immediate priorities and instructions on how to keep safe.    Work within, and regularly review and audit, new service delivery requirements in line with Public Health/Governmental guidelines.    Carry out regular risk assessments, re-completing the process each time anything changes.    Communicate regularly, honestly, and openly, about the current situation and the impact on the service. |
| RECOVERY TEAM LEAD:  Safe service resumption | Resumption of service.    Debrief meeting scheduled, outlining further actions and lessons learnt. |

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| **AFTER** | |
| Check that the purpose of this protocol has been achieved: | All patients and staff are kept safe. |
| All staff are kept safe. |
| Service provision remains safe. |
| Communication is appropriate and timely. |
| Emergency processes all fall in line with all legislation and guidance. |
| Lessons are learnt. |