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| **DOCUMENT TITLE:** | **Emergency Protocol (HMP Manchester & The Arc)** |
| **CATEGORY:** | Governance and Quality |
| **LAST REVISED:** | August 2022 |
| **VERSION:** | 1.2 |
| **DUE FOR REVISION:** | August 2023 |
| **OWNED BY:** | Head of PSI and Prison Services |
| **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 (HMP Manchester and The Arc)

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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 (HMP)** | |
| **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.   * 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 * Colin Fearns 07772220951 * Claire Illingworth 07834825408 * Joanna Clarke 07821302006 * Lisa Furlong 0161 8176087 / 6081     Retrieve the emergency box if possible located I wing 3s managers office. This includes telephone divert lists, commissioner on call Rota’s, key contacts, client telephone review sheets and blank case files, copies of all current prescriptions, paper pens and pencils, blank paper incident forms, phone, and laptop chargers, prescribing cards for all agencies, blank prescriptions and pads (green and blue, J2R green and blue), and a methadone stamp available from healthcare. |





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| RECOVERY TEAM:  Timely and safe response | If needed, sought emergency order of Methadone/Espanor/buvidal from the pharmacy supplies if possible and if an escort is available. Liaise with Prison Rids department for delivery details of emergency order to arrange prison delivery.    Clinical risk identified and prisoners undergoing an alcohol detoxification and on prescribed chlordiazepoxide to become the key priority group.  If the incident render G wing is unusable (or another wing if not located on G wing), immediately speak to the prison and healthcare to identify the clinical risk and seek permission to re- house in the in-patient unit.    If it is not possible to be re-located to the in- patient unit, then an ACCT must be opened on the patient to ensure increased observation is maintained.  At this point, the contingency plan for the in- patient unit would be adhered to.    Standard operating procdedure for HMP Manchester.zip |
| 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. |





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|  | Debrief meeting scheduled, outlining further actions and lessons learnt. |
| **DURING (Arc)** | |
| **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.    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 * Joanna Clarke 07821302006     Make a running log of events and follow the instructions of the Recovery Team.    Contact Amey Works Department. Log a call and contact the emergency number on 0161 8175880    Contact prison control room to advise on 01618175926    Complete Delphi incident report. |
| 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 * Lisa Furlong 0161 8176087 / 6081 |
| RECOVERY TEAM:  Timely and safe response | If the building is unsafe to enter wait for Amey to arrive. |



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|  | Wait for Service Manger/Team Leader to advise  next actions and update them on Amey’s  response and action. |
| 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 client 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 (HMP)** | |
| **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.   * 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 * Colin Fearns 07772220951 * Claire Illingworth 07834825408 * Joanna Clarke 07821302006 * Lisa Furlong 0161 8176087 / 6081 |







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|  | Report to the Head of Healthcare (or on call Trust Manager out of hours) for GMH 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 managers office I wing 3’s which contains:   * Paper case files with blank case notes and assessment documents * A hard copy of all current prescription information |
| 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. |
| **DURING (Arc)** | |
| **IT Systems Failure** | |
| STAFF MEMBER:  Timely communication and safe response | I have found that the IT system(s) has failed. Contact Calico IT on 01282 686351  Contact Service Manager   * Joanna Clarke 0161 8176087 / 07821302006 |





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|  | Make a running log of events and follow the instructions of the Recovery Team. |
| RECOVERY TEAM:  Timely and safe response | Inform ALL staff to record all client contact on contact sheets and store securely in client contact folder. |
| RECOVERY TEAM LEAD:  Safe service resumption | Inform ALL staff when system has been fixed.    Scan running log onto the computer and save on S drive.  Debrief with ALL staff, outlining further actions and lessons learnt. |

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| **DURING (HMP)** | |
| **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   * Joanna Clarke 0161 8176087 / 07821302006   Contact one of the Recovery Team Leads 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 * Colin Fearns 07772220951 |

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|  | * Claire Illingworth 07834825408 * Joanna Clarke 07821302006 * Lisa Furlong 0161 8176087 / 6081     Inform appropriate Group Business Services Department.   * HR – Jenny Taylor 07583111567 |
| RECOVERY TEAM:  Timely and safe response | Assess staffing cover options via the following means (in order). (**NB – for weekend working please revert to GMMH oncall for assistance).**   * Staff redeployment from other contracts, including SLT. Contact Claire Illingworth on 07834825408 or Louis Wild on 07428714499. * 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 or Tom High on 07701052266.   * Agency staff utilised to cover shifts. Contact Seven Resourcing on 0333 200 5424, Greenshoot on 01904 848700 or Archer on 01473 939684. * In the event of a staff shortage which cannot be rectified, inform GMMH and the prison 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.      * 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. |
| **DURING (Arc)** | |
| **Staff shortages (>30%)** | |
| STAFF MEMBER: | There must always be at least One member of staff who is on the key list for the building on site. |



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| Timely communication and safe response | Where there is any lone working, the lone working risk assessment must be adhered to (as attached).     1. HS RA ARC- Lone Working (15.02.22).d     There is no member of staff Delphi/Calico who work from the Arc that can open the building.    Contact Team Leader   * + Gemma Stewart 0161 8176087     Contact Service Manager   * + Joanna Clarke 0161 8176087 / 07821302006   Contact one of the Recovery Team Leads 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 * Lisa Furlong 0161 8176087 / 6081     Inform appropriate Group Business Services Department.   * HR – Jenny Taylor 07583111567 |
| RECOVERY TEAM:  Timely and safe response | Assess staffing cover options via the following means (in order).   * Staff redeployment from the prison. |



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|  | * Partners within the Group to be contacted   i.e. Acorn. Contact Sarah Tattersall on 07840885660 or Tom High on 07701052266.     * 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 (HMP and The Arc)** | |
| **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 * Colin Fearns 07772220951 * Claire Illingworth 07834825408 * Joanna Clarke 07821302006 * Lisa Furlong 0161 8176087 / 6081     Inform appropriate Group Contacts and Business Services Departments.   * Facilities - Shirley Hester 07976079505 * IT – Ann-Marie Thornley 07855279604 |

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|  | * HR – Jenny Taylor 07583111567 * Exec Team member.     Identify accurate and in-date Public Health advice and incorporate into service delivery. |
| 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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| **DURING (HMP and Arc)** | |
| **Staff Sickness** | |
| STAFF MEMBER:  Timely communication and safe response | On the first day of sickness employee must personally contact their line manager preferably at their start time or within 1 hour of their start time.    Inform your line manager of the following:   * Nature of sickness * Is it work related? * How long you expect to be absent * Have you seen/expect to see your GP * Is there any urgent work that needs addressing? |





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|  | During the first week of sickness, contact should |
| be made with your line manager on a daily basis |
| unless otherwise agreed. |
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| If your line manager is not available, please |
| inform care coordinators/team leaders on duty. |
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| * Care CoOrdinator – Andrea Bretherton |
| 0161 8176087 / 6081 / 5951. |
| * Care CoOrdinator - Stephanie Ash |
| 07799217002 / 0161 8176087/ 6081 / |
| 5951. |
| * Lead Nurse – Lisa Furlong 0161 8176087 / |
| 6081 / 07821637940 |
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| In the very rare occasion that none of the above |
| are contactable please contact: |
| * Service Manager - Joanna Clarke 0161 |
| 8176087 / 07821302006 if not available |
| then please contact: |
| * Head of Prisons and PSI – Claire Illingworth |
| 07834825408 |
| RECOVERY TEAM LEAD:  Timely and collaborative  communication and safe response | Line manager to update Chips with sickness start date and reason for sickness on the employees first day of sickness. |
|  | Line manager to update the rota and ensure all clinical and psychosocial duties are covered for the remainder of the sickness. |
|  | Where the absence becomes long term sickness refer to the long-term sickness absence guide for further guidance. |
| RECOVERY TEAM LEAD:  Safe service resumption | Employee returns to work.    Complete return to work, offer support and amend duties where required. |

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|  | Update Chips and rota. |

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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. |