



The Outstanding Society

Welcome to the meeting, which will start shortly.



This meeting will be recorded.
Please turn your camera off if you
do not wish to be seen on the
recording.



To reduce background noise, your
microphone has been muted.



We would very much welcome
your input and questions, please
use the chat facility.

FREE MEMBERSHIP



Thursday 20 August at 1pm

theoutstandingsociety.co.uk

Headline partner of the OS

HOWDEN



The Outstanding Society

– Extreme Weather Learning

FREE MEMBERSHIP



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Panelist	Role	Organisation
Zoe Fry OBE, BSc – RN	Director of Nursing	The OS
Lara Bywater	Director Learning Disability, Autism & Mental Health Care	The OS
Samantha Crawley	Director of Leadership & Wellbeing	The OS
Ruth French	Director of Policy & Regulation	The OS
Sanjay Gasiorski-Dhrona	Director Diversity, Equality & Inclusion	The OS
Mike Slator	Pharmacist / Project Specialist	The OS / Vivaldi Social Care
Dr Daniel Hind	Associate Professor in Health and Care Evaluation	Leeds Institute of Health Sciences, University of Leeds
Paul Coleman	Extreme Events & Health Protection	UKHSA
Soili Larkin	Consultant in Public Health, Adult Social Care Team	UKHSA
Sarasa Poduval	Head of Emergency Response, Contingency and Market Viability Operational Resilience, Adult Social Care	DHSC
Jasmine Barzey	Senior Policy Advisor, Adult Social Care Resilience	DHSC
Professor Laura Shallcross MBE	Professor of Public Health & Translational Data Science	University College London (UCL)
Amanda Partington Todd	Deputy Director, Adult Social Care	CQC
Rob Hargreaves	Central Engagement Lead	Skills for Care
Michelle Tennant	Clinical Governance Lead	Home Instead

What's Coming Up Today?

- Learning from the recent heatwave and its impact on social care
- Implementing lessons now into our planning for 2027
- Thinking about wider climate risks:
 - Safe medication management in heatwaves
 - Wildfire risk
 - Managing water outages

Insights from Dr Dan Hind

**Associate Professor in Health and Care Evaluation
Leeds Institute of Health Sciences, University of
Leeds**



Your Top Tip Take Aways



First Things First...Plan



1

Who is most vulnerable?

Identify individuals likely to be affected first

2

What is our trigger point?

Use the [Heat Health Action Cards](#) for social care providers to plan your response according to Heat Health Alert levels

3

What are the first 24 hour actions?

Have a simple checklist staff can follow, using the [Heat Health Action Cards](#) for social care providers.

4

When do we need outside help?

Know who to contact – LA, NHS, water company, fire service, [Local Resilience Forums](#)

Supporting Vulnerable People in a Heatwave



Identify High-Risk Individuals

- Older people (65+)
- People with dementia, mental health conditions
- People with learning disabilities and autism
- People with limited mobility
- People with underlying health conditions particularly heart problems, breathing problems, dementia, diabetes, kidney disease, Parkinson's disease, or mobility problems
- Those unable to recognise thirst or overheating, or who have difficulty managing their environment (e.g. remembering to open windows)
- People on certain medications
- People who are already unwell and dehydrated (for example from diarrhoea and vomiting)

Supporting Vulnerable People in a Heatwave



Practical Steps

- Check [Heat Health Action Cards](#) for social care providers for the appropriate actions for the current Heat Health Alert level
- Encourage drinking often rather than waiting until someone feels thirsty. Offer alternatives like ice lollies and high water content fruit/vegetables if drinking is difficult
- Increase welfare checks throughout the day.
- Ensure the heating and any unnecessary appliances are switched off
- Keep curtains and blinds closed on sun-facing windows, open windows when it is cooler outside.
- Use fans to circulate air but not directly facing anybody and not when it is hotter than 35°C.
- Check medicines storage
- Consider home temperature and support when discharge planning
- In fixed sites, set up cool areas (under 26°C) and ensure staff and clients know where they are

Supporting Vulnerable People in a Heatwave



Care Planning

Add a temporary "heatwave risk assessment" covering:

- Hydration needs
- Preferred cooling methods (for both the person and their environment)
- Escalation triggers
- Family contact arrangements
- Warning signs that might indicate the person is in medical distress

Quick Checklist

- ☒ High-risk individuals identified
- ☒ Hydration monitored and cooling measures in place
- ☒ Additional welfare checks in place
- ☒ Cool areas identified

Safe Medication in a Heatwave



Plan Ahead

- Identify medicines that are heat-sensitive and check storage requirements.
- Ensure medication rooms, trolleys and lockable cabinets remain within recommended temperature ranges – think about arrangements in domestic home/ supported living settings.
- Keep a thermometer accessible and record temperatures daily
- Know who to contact if medicines are exposed to excessive heat.

Support the Person

- Review people taking medicines that increase heat-related risks, such as: Diuretics; some blood pressure medicines; Antipsychotics; Antidepressants; medicines that increase dehydration risk; EpiPens and inhalers. **Continue taking prescribed medicines unless advised not to by a medical professional.**

Safe Medication in a Heatwave (cont.)



Practical Actions

- Check hydration before medication is given.
- Offer fluids with medicines where appropriate.
- Schedule medication to minimise staff exposure during the hottest periods.
- Ensure backup cool storage arrangements for medicines requiring refrigeration.
- <https://www.gov.uk/government/news/dont-let-this-heatwave-affect-your-medicines-three-important-tips-from-the-mhra>

Quick Checklist

- ✓ Clear 'heatwave medication list' of people whose medication could be impacted
- ✓ Pharmacy contact details readily available
- ✓ Vulnerable individuals identified
- ✓ Fridge and medication storage temperatures checked and recorded and actions clear when these are breached

Managing Wildfire Threats



Prepare in Advance

- Be aware of Heat Health Alerts and Wildfire alerts.
- Know the evacuation plan and transport arrangements.
- Follow the advice of the emergency services.
- Keep emergency grab bags ready.
- Maintain up-to-date service user information that is portable.

Practical actions:

- Keep windows and doors closed when smoke is present. Avoid or limit any time spent outdoors.
- Switch off systems drawing air from outside where appropriate.
- During hot weather Identify cooler indoor spaces, draw curtains/blinds, use indoor fans. Stay hydrated

Monitor people with:

- COPD; Asthma; Heart conditions; Other respiratory illnesses

Managing Wildfire Threats (cont.)



Evacuation Planning

Who needs assisted evacuation? Who requires medication during transport?

Where would people be accommodated? How would relatives be informed?

Essential Grab Bag Contents

Medication records; MAR charts; Contact lists; (access to) Care plans; Mobile phone chargers; Basic first aid supplies; Water and snacks

Business Continuity

Think beyond the fire itself: Road closures; Staff unable to travel; Power outages; Disruption to medication deliveries; Displacement of people receiving care at home. Stay updated via local news bulletins.

Quick Checklist

- ☒ Emergency alerts enabled
- ☒ Evacuation transport options considered
- ☒ Grab bags prepared
- ☒ Vulnerable people prioritised for monitoring

Managing Water Outages



Before an Incident

- Identify emergency bottled water suppliers.
- Build relationships with local resilience partners and the water company – Priority Services **Register**.
- Know minimum daily water requirements for the people you support.

Immediate Priorities

- Drinking water
- Essential medication administration
- Food preparation
- Personal hygiene
- Toileting and infection prevention

Practical Actions

- Establish a water-rationing plan from the outset.
- Suspend non-essential water use immediately.
- Contact the water company to identify emergency supplies and vulnerable customer arrangements.
- Contact Local Authority for further support
- Consider mutual aid agreements with nearby providers.



Managing Water Outages (cont.)

Infection Control

- Have contingency supplies of: Hand sanitiser; Wet wipes; Disposable wash products; Disposable crockery if necessary

Toileting

- Ask: What happens if toilets cannot be flushed? Do we have alternative arrangements? When would relocation become necessary?

Triggers for Escalation

- Consider relocation if: Drinking water cannot be maintained; Medication administration is compromised; Toileting arrangements become unsafe; Infection control standards can no longer be maintained.

Quick Checklist:

- ☒ Bottled water suppliers identified
- ☒ Water company emergency contact available
- ☒ Alternative hygiene arrangements available
- ☒ Relocation threshold agreed

Resources

- [Register](#) to receive Heat Health Alerts
- Advice on how to [keep medicines safe](#) in hot weather from MHRA.
- Advice on how to [prepare for and respond to water outages](#). Guidance on water outage for the social care sector is in preparation.
- Advice on how to [protect yourself during drought](#)
- Advice on [health risks of wildfires and how to cope](#)
- Join [winter and summer preparedness webinars](#) run by UKHSA.
- [Heat health action card](#) for social care providers: what to do at each level of Heat Health Alert.
- [Guidance for social care managers](#) before and during hot weather.
- Watch out for alerts during extreme heat: CAS alerts, National Patient Safety Alert or Urgent Public Health Message alerts.
- [Adverse Weather and Health Plan](#) which includes social care provider responsibilities (p59), actions to improve local planning, and a list of guidance/resources at the end.
- [Priority service register](#) Providers to contact to register their setting, those living in own home encouraged to contact to be on utility providers list.
- **Research** on [the experience of social care practitioners](#) during extreme temperatures, SHIELD project on implementing heat actions in social care, and a [summary of evidence](#) on the health effects of adverse weather.

STAY OUTSTANDING.



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