The Outstanding Society

Welcome to the meeting, which will start shortly.

[● REC]

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 19 November at 1pm

theoutstandingsociety.co.uk

Headline partner of the OS

HOWDEN

The Outstanding Society – Winter Resilience

FREE MEMBERSHIP

Thursday 19 November at 1pm

theoutstandingsociety.co.uk

What's Coming Up Today?

- UK Health Security Agency view on what to expect this winter and key areas you can prepare for
- Department of Health and Social Care work on resilience in adult social care
- CQC's view on how to maximise safety and good leadership
- Vivaldi Social Care
- Skills for Care and providers sharing top tips on Winter Business Continuity planning

Update from UK HSA

UK Health Security Agency

Your OS winter Top Tip Take Aways



1

Plan Early

- Review and test your BCP
- Update your winter escalation procedures (double check key contacts)
- Make sure your team are familiar with plans
- Consider transport

2

Protect

- Maximise vaccination uptake
- Promote benefits to both the people you care for and your team
- Monitor uptake and address barriers
- Record your learnings

3

Be Outbreak ready

- Know the signs of a respiratory outbreak
- Act promptly when multiple linked cases occur
- Ensure UK HSA IPC guidance is read and understood

4

Report quickly

- Use local reporting arrangements and Care OBRA where required
- Notify relevant healthcare professionals
- Escalate quickly when you have concerns

5

Check supplies

- Review stocks of PPE, cleaning products and essential consumables
- Confirm supply chain contingency requirements

6

Focus on the most vulnerable

- Identify those at greatest risk from cold weather and respiratory illnesses
- Ensure care plans and support arrangements are reviewed

Update from the Department of Health and Social Care



Update from the Care Quality Commission



Update from Vivaldi Social Care

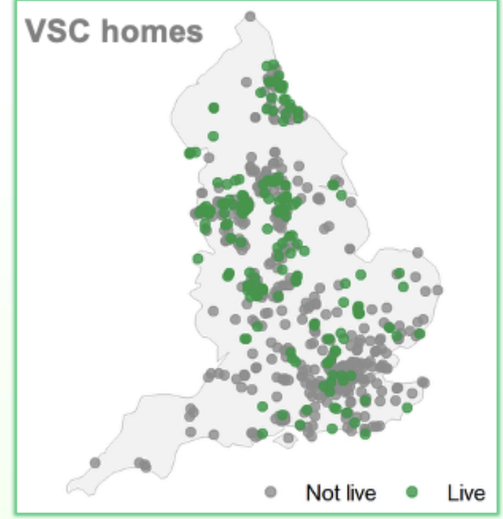


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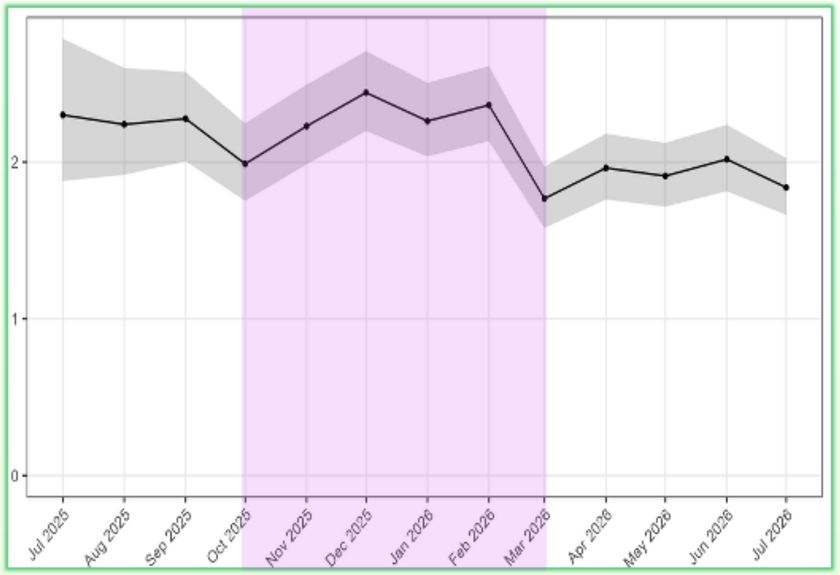
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vivaldi SOCIAL CARE
Shaping social care through research

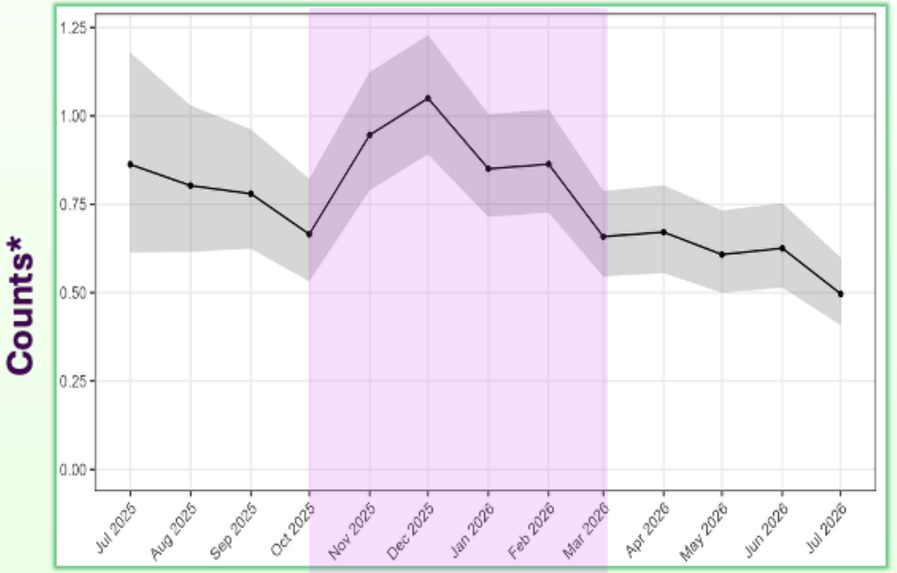
Hospital admissions
(residents >65 years old)



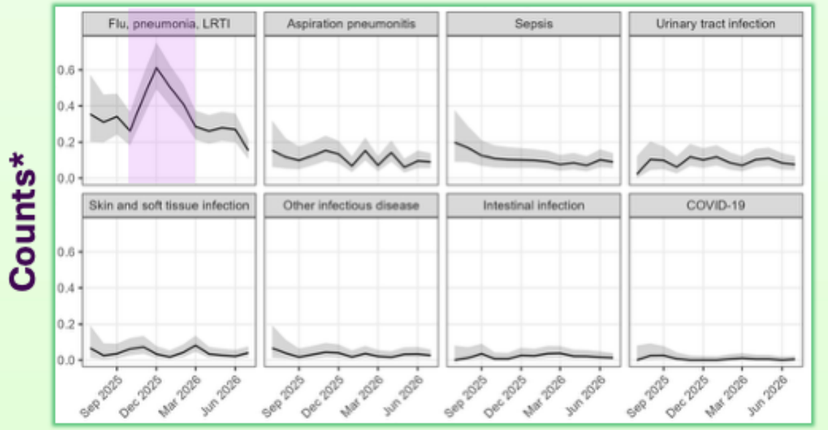
1. Hospital admissions (all causes)



2. Hospital admissions (main cause = infection)



3. Hospital admissions (main cause = infection)



Join us!

info@vivaldisocialcare.co.uk

*Counts per 1,000 resident-days

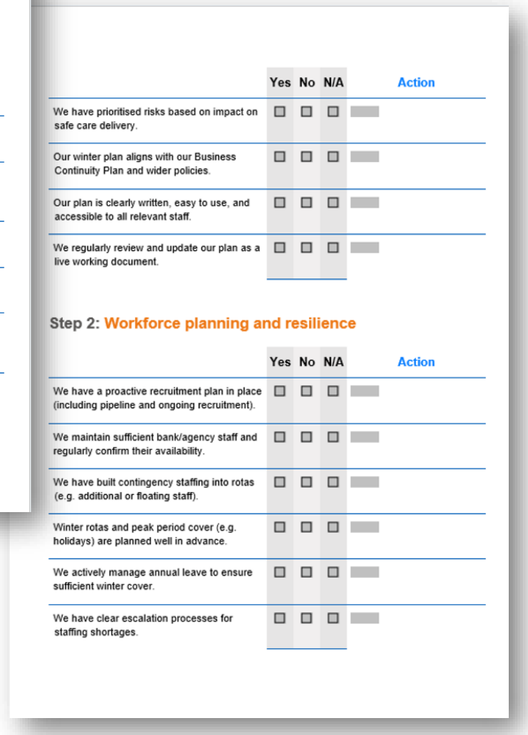
Update from Skills for Care



Winter pressure and contingency planning resources









www.skillsforcare.org.uk/webinars

Hospital discharge:

Working together for safe, person-centred transitions:
11am-12pm 25 November 2026 | Bookings open

- Explore adult social care's role in supporting safe, timely and person-centred hospital discharge.
- Strengthen working relationships and improve communication with hospitals and healthcare partners.
- Receive access to new Hospital discharge checklist
- Book via link below

Update from Providers

HALLMARK
LUXURY CARE HOMES

Landermeads

THE ROYAL BRITISH LEGION

The Outstanding Society

lifeways

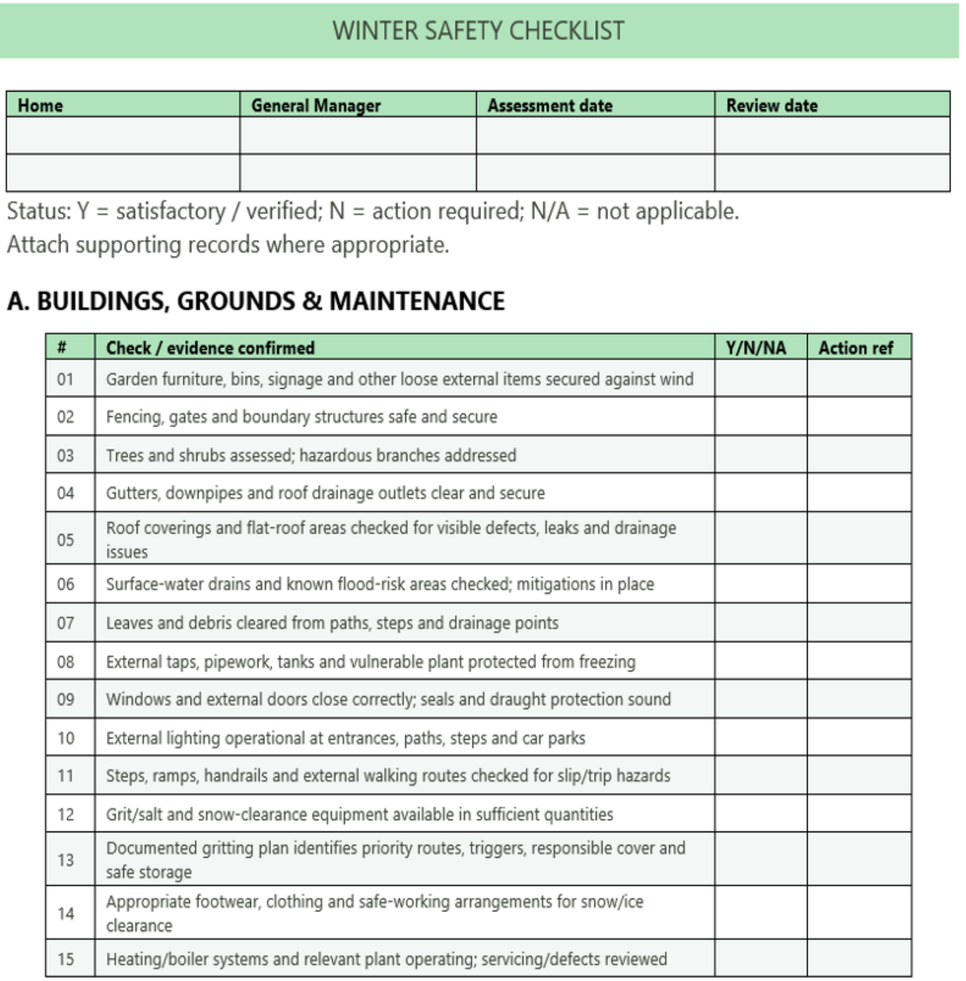
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Winter Safety Checklist

- Covers off winter preparedness in one place
- Practical way of physically checking everything and getting ready.
- Different sections can be delegated to / completed with different people in your team. E.g. maintenance or clinical lead etc.
- All aspects of winter safety covered including:

- Buildings, Grounds and Maintenance
- Resident Wellbeing
- Operational & Emergency Preparedness
- Management Assurance & Oversight

- Highlights any issues and enables timely action to be taken
- Excellent evidence for regulators and for H&S purposes.



WINTER SAFETY CHECKLIST

Home	General Manager	Assessment date	Review date

Status: Y = satisfactory / verified; N = action required; N/A = not applicable.
Attach supporting records where appropriate.

A. BUILDINGS, GROUNDS & MAINTENANCE

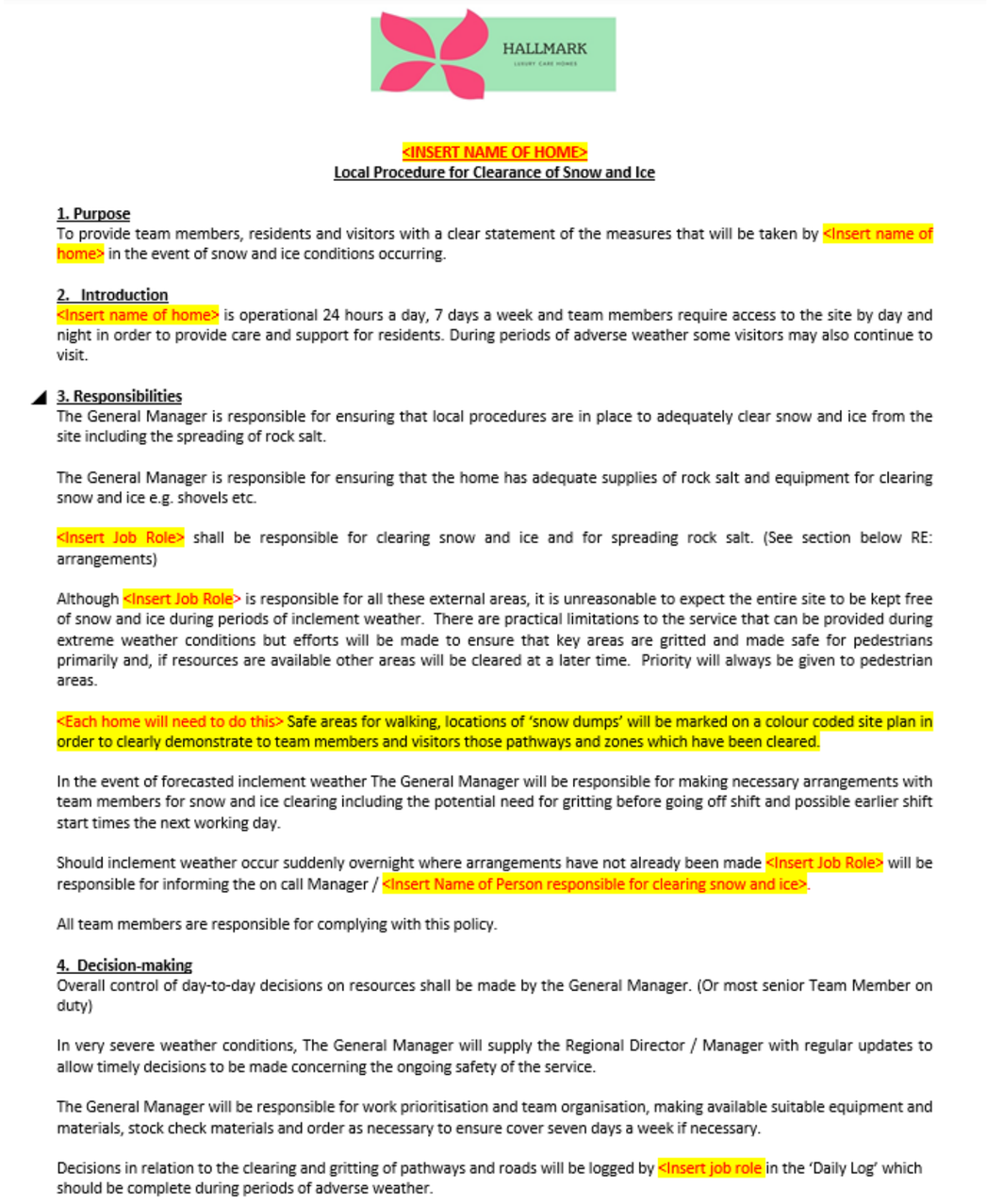
#	Check / evidence confirmed	Y/N/NA	Action ref
01	Garden furniture, bins, signage and other loose external items secured against wind		
02	Fencing, gates and boundary structures safe and secure		
03	Trees and shrubs assessed; hazardous branches addressed		
04	Gutters, downpipes and roof drainage outlets clear and secure		
05	Roof coverings and flat-roof areas checked for visible defects, leaks and drainage issues		
06	Surface-water drains and known flood-risk areas checked; mitigations in place		
07	Leaves and debris cleared from paths, steps and drainage points		
08	External taps, pipework, tanks and vulnerable plant protected from freezing		
09	Windows and external doors close correctly; seals and draught protection sound		
10	External lighting operational at entrances, paths, steps and car parks		
11	Steps, ramps, handrails and external walking routes checked for slip/trip hazards		
12	Grit/salt and snow-clearance equipment available in sufficient quantities		
13	Documented gritting plan identifies priority routes, triggers, responsible cover and safe storage		
14	Appropriate footwear, clothing and safe-working arrangements for snow/ice clearance		
15	Heating/boiler systems and relevant plant operating; servicing/defects reviewed		

Local Snow and Ice Clearing Policy

- Can often get missed in a list of policies
- Could be viewed as more of a procedure. Either way very important
- Practical steps such as:

- Who will do it
- How will they do it
- What gets done first
- How often does it get done
- How are they kept safe?
- Recording decision making

- Provides clarity on responsibilities, roles and responsibilities
- Template document which is editable – parts in yellow need thought and consideration



HALLMARK
LUXURY CARE HOMES

<INSERT NAME OF HOME>
Local Procedure for Clearance of Snow and Ice

1. Purpose
To provide team members, residents and visitors with a clear statement of the measures that will be taken by <Insert name of home> in the event of snow and ice conditions occurring.

2. Introduction
<Insert name of home> is operational 24 hours a day, 7 days a week and team members require access to the site by day and night in order to provide care and support for residents. During periods of adverse weather some visitors may also continue to visit.

3. Responsibilities
The General Manager is responsible for ensuring that local procedures are in place to adequately clear snow and ice from the site including the spreading of rock salt.

The General Manager is responsible for ensuring that the home has adequate supplies of rock salt and equipment for clearing snow and ice e.g. shovels etc.

<Insert Job Role> shall be responsible for clearing snow and ice and for spreading rock salt. (See section below RE: arrangements)

Although <Insert Job Role> is responsible for all these external areas, it is unreasonable to expect the entire site to be kept free of snow and ice during periods of inclement weather. There are practical limitations to the service that can be provided during extreme weather conditions but efforts will be made to ensure that key areas are gritted and made safe for pedestrians primarily and, if resources are available other areas will be cleared at a later time. Priority will always be given to pedestrian areas.

<Each home will need to do this> Safe areas for walking, locations of 'snow dumps' will be marked on a colour coded site plan in order to clearly demonstrate to team members and visitors those pathways and zones which have been cleared.

In the event of forecasted inclement weather The General Manager will be responsible for making necessary arrangements with team members for snow and ice clearing including the potential need for gritting before going off shift and possible earlier shift start times the next working day.

Should inclement weather occur suddenly overnight where arrangements have not already been made <Insert Job Role> will be responsible for informing the on call Manager / <Insert Name of Person responsible for clearing snow and ice>.

All team members are responsible for complying with this policy.

4. Decision-making
Overall control of day-to-day decisions on resources shall be made by the General Manager. (Or most senior Team Member on duty)

In very severe weather conditions, The General Manager will supply the Regional Director / Manager with regular updates to allow timely decisions to be made concerning the ongoing safety of the service.

The General Manager will be responsible for work prioritisation and team organisation, making available suitable equipment and materials, stock check materials and order as necessary to ensure cover seven days a week if necessary.

Decisions in relation to the clearing and gritting of pathways and roads will be logged by <Insert job role in the 'Daily Log' which should be complete during periods of adverse weather.

Snow and Ice Clearance Diary

Home	
Date of Commencement	

During periods of adverse weather a record should be kept of the decision making process and actions taken to reduce risk to team members, residents and visitors.

This diary should be completed as a chronological record of actions taken. It is important that this log is accurate as it may be required at a later date.

Date	Time	Action Taken	Signed	Notes
e.g. 01/01/2016	*6am*	*Spread rock salt in car park due to light frost overnight. Main pathways clear of ice at end of process.*	*S.Best*	*Temp @ 6am = 2oc*

Local Snow and Ice Clearing Policy - Diary

- Important to record decision making
- Great evidence of 'reasonableness'
- Aside from general duties under the HASAWA & Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 12, 15,17

The Workplace (Health, Safety and Welfare) Regulations 1992: Regulation 12(3)

"So far as is *reasonably* practicable, every floor in a workplace and the surface of every traffic route in a workplace shall be kept free from obstructions and from any article or substance which may cause a person to slip, trip or fall."

- Encourages good communication between teams e.g. day and night teams

STAY OUTSTANDING.

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