Contingency Planning

What to include

Skills for Care consulted with adult social care providers in England about what to include in their Contingency Plans. Whilst plans varied, there were some consistencies which we have drawn out in this document. We have deliberately not created a template as we recognise the breadth of provision across the sector, but you can reflect on key points and incorporate into your own Contingency Plan.

Many of the examples we reviewed included similar focus and we think using the acronym POWERS (people, other, workforce, environment, regulations, supplies) can help you to shape and review your Contingency Plan. There is information below about key things to think about and what other resources can help.

We provided a further overview of key points in our webinar recording Contingency Planning: Protecting your service from winter demands.

What to include	Brief description	Prompts	Additional resources and guidance to support your contingency planning
People	This would include the people you care for, their families, friends, visitors, and professionals.	■ How the pandemic may impact on people, what mitigations and adjustments could be put in place to support them, e.g. people who are from BAME communities ■ How person-centred care can continue to be delivered whilst keeping people safe from COVID-19, what increased IPC is in place, how will the person be supported through further lockdowns, reduced staffing, communications, connecting with family and friends, social activities etc. This has looked at dependency levels and decisions about scaling back not essential care.	**Contingency Planning FAQs** **Latest guidance and advice from Skills for Care**

Other	What you include here will be specific to your service / organisation that has not been included in the other areas, for example technology, transport.	**Technology** ■ How you connect with people you care for, their friends and families ■ How you connect with other services, healthcare organisations and your suppliers virtually and comply with CQC expectations **Transport / Travel** ■ How have you risk assessed your workforce to travel either into work or when supporting clients ■ Taking clients to another place (hospital, food shopping etc) ■ How have you risk assessed these?	**Digital Social Care resources and support** **Contingency Planning FAQs**
Workforce	You and your staff team.	■ How the pandemic and other winter pressures may impact on how your workforce undergoes their daily activity and what mitigations and adjustments could be put in place to support them, e.g. staff member who is pregnant ■ How the pandemic and other winter pressures may impact on you as the manager / leader of the service and what mitigations and adjustments could be put in place to support you and the organisation in your absence	**Contingency Planning FAQs** **Contingency planning: COVID-19 Maintaining safe staffing levels webinar** **Maintaining safe staffing levels – challenges, impacts and mitigations resource** **Maintaining safe staffing levels – Top Ten tips**

Environment	Your premises overall as well as specific areas within the service both inside and out.	■ How have you planned, and risk assessed to protect people and workforce ■ How have you used the floor plan to help you to keep people and workforce safe	**Contingency Planning FAQs**
Regulation / guidance	Any legislation / guidance that specifically relates to or needs to be taken into account with regards to COVID-19 and winter demands.	■ How are you keeping up to date with current guidance and ensuring this is effectively communicated to people and workforce ■ How have you mitigated against the risks associated with non-compliance of guidance	**Contingency Planning FAQs** **Latest guidance and advice from Government** **Latest guidance and advice from CQC** **Latest guidance and advice from Skills for Care**
Supplies	Any consumables / non-consumables that support your workforce, the people you care for, their families, friends, visitors and professionals.	■ How have you planned, and risk assessed to ensure the quality and efficient quantities of supplies need to maintain a safe service, e.g. PPE, swabs, medication.	**Contingency Planning FAQs**