



## **Contingency Policy**

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## Fair Deal Contingency Policy

### Introduction

The purpose of this policy is to provide guidance to Fair Deal's Board and staff members on the arrangements they should make in the event of the following situations which might occur:

- People we support house/s becoming uninhabitable due to fire, flood, loss of power or heating
- Inclement weather preventing staff reporting for shifts
- Below minimum staffing levels in service
- Notifiable disease
- Missing persons (staff or people we support)
- Unforeseen loss/long term absence of registered manager of service
- Closure of service by Care Inspectorate
- Financial loss/bankruptcy of service

It is impossible to identify and provide guidance on every possible situation that might occur. The intention of this policy is to predict and provide guidance on possible contingencies. As any future contingency arises, this policy will be reviewed and updated to provide guidance on such a situation.

### People we support house/s becoming uninhabitable due to fire, flood, loss of power or heating:

Most people who are supported by Fair Deal are housing association tenants. Each person should have an easy-to-read version of their tenancy agreement and housing association's handbook in their house. A copy of the tenancy agreement should also be held on the person's file. The tenancy agreement or handbook will contain details of who to contact in the event of emergencies such as fire, flood, and loss of power or heating. This will be a 24-hour emergency telephone number. In the event of such an emergency, the member of staff on shift should:

1. Summon the assistance of the emergency services, if the situation requires this.
2. Ensure the safety of people we support, staff and neighbours by evacuating the building, if the situation requires this.
3. Contact the housing association's emergency repairs service to report the situation and ensure the building is made safe as soon as possible. Repairs required to power supplies, or heating should be carried out within 24 hours.
4. Contact Fair Deal duty manager during office hours **0141 634 4996** or on call manager **0788 038 5908** evening and weekends.
5. The duty or on call manager will then authorise the temporary use of a hotel or bed and breakfast accommodation and taxis to reach the accommodation, initially until the next working day.
6. The member of staff on shift will then identify suitable hotel or bed and breakfast accommodation for the people we support and themselves (if they are on a sleepover) and move there as soon as possible.
7. Petty cash will be used to purchase essential supplies e.g. toiletries, underwear etc, if it has not been possible to retrieve these from the person's house.
8. On the next working day, the duty or on call manager will contact, or ensure a team leader contacts the housing association's Housing Manager to arrange decant accommodation for the people we support if the house(s) will be uninhabitable for more than 5 days. It is the housing association's responsibility to arrange decants.

9. The duty / on call manager or team leader will contact duty social work at the relevant HSCP for an emergency loan for the people we support, if required.
10. The team leader will assist the people we support to claim against their house insurance for any damage to their house contents and personal property and any out-of-pocket expenses incurred. Team leaders should ensure (normally by delegating this task to support workers) that all people we support have home contents insurance. People we support who own their own homes should also have buildings insurance. It is recognised, however, that ultimately it is the person supported by Fair Deal or their welfare guardian / family carers decision, as to whether they insure the contents of their house. Support workers should explain to people we support the possible consequences of not having insurance. Insurance details (or the absence of insurance) should be recorded on the person's file. Most people we support are housing association tenants. In this instance, it is the housing association's responsibility to arrange buildings insurance.

Fair Deal will ensure that those people we support who do not have access to 24-hour support from the organisation will have the means of summoning help in an emergency, for example support staff will have advised on when to summon the emergency services on 999, will ensure that the people we support have the following phone numbers:

- Social Work Standby **0300 343 1505**
- Housing provider emergency phone number

**Inclement weather preventing staff reporting for shifts:**

- **Refer to Adverse Weather Policy**

**Below minimum staffing levels in service (Cross refer to Safe Staffing Policy):**

The Team Leader will assess whether below minimum staffing levels have been triggered or are likely to be triggered within a service, utilising the following factors:

- There is an increased likelihood of harm to people we support in that support identified as required in individual risk assessments is not able to be delivered.
- The service has failed to deliver more than 80% of contracted support hours over the previous 2 weeks.
- One or more staff members have worked more than 39 hours per week over the past 4 weeks.
- Lowered staff morale, staff are excessively tired, absence levels have increased by more than 50% in previous quarter, staff holidays have had to be cancelled to cover the rota.

One or more of these factors will trigger:

- The allocation of back up support workers to the service.
- The use of agency staff. Team Leader's should work with the agency to identify suitably trained individuals who can commit to working regular shifts required by the rota.

These measures will apply until none of the above factors are recorded in the service.

**Notifiable Disease:**

Under the Health and Safety at Work Act 1974 and the RIDDOR Guidelines, Fair Deal is required to report notifiable diseases affecting staff and people we support to Public Health Scotland 0141 201 4917. Any member of staff with a notifiable disease will be signed off sick.

If a person supported by Fair Deal is diagnosed with a notifiable disease, Fair Deal will seek advice from health professionals regarding the action to be taken.

## **Missing persons (people we support and staff):**

Should a person supported by Fair Deal go missing, staff on shift will need to make a judgement about whether it is an immediate cause for concern, based on the following factors:

- The whereabouts of people we support in receipt of a 24/7 service must be always known.
- If the person is under a Guardianship Order (Adults with Incapacity (Scotland) Act 2000) the Order will specify where they are to live and how frequently the guardian or their representatives should have contact with them. All staff supporting the person must be aware of the terms of the Guardianship Order and must immediately report the person missing if contact has not been made within the period specified in the Order.
- For people we support not in receipt of a 24/7 service, known patterns of behaviour should be considered. For example, if a person using services who always provides access at agreed support times, does not provide access, this should be an immediate cause for concern and the staff member should contact duty if within office hours or on call evenings and weekends. Where a person using services regularly refuses access, the team leader should raise this with the allocated social worker or contact duty at the relevant HSCP. It is essential that all incidences of 'no accesses and any changes in behaviour that may indicate cause for concern are recorded.

The whereabouts of staff on shift should be known by the organisation and Care-Planner kept up to date with shifts due to work, and emergency contact details. If a staff member fails to start or end their appointment on the Care-Planner App, the following actions should be taken:

- Try to contact them by work mobile, followed by their personal mobile.
- Check with the person they were supporting (if appropriate) if they have arrived or left.
- Telephone the staff member's home.
- Telephone the next of kin/emergency contact number.

If after taking these actions, the staff member cannot be contacted:

- Notify the duty manager if within office hours or the on-call evenings and weekends.

The duty manager / on call should then:

- Report the staff member as missing to the Police. The Police will require personal details, description and recent photograph. The photograph will have to be obtained from the people listed as emergency contacts.
- Ensure regular checks are made of the staff member's house in case they return.
- Check regularly with the people listed as emergency contacts.
- Keep in regular touch with the Police.

## **Unforeseen loss/long term absence of registered manager of service:**

Fair Deal Quality & Development Manager is also the Registered Manager. In the event of the unforeseen loss or long-term absence of the Registered Manager, the CEO will:

- Identify the Operations Manager to act as temporary registered manager of the service and redistribute the workload of the absent registered manager and the temporary registered manager.
- Review Fair Deal's services and decide whether the position will be filled.
- Advertise and recruit into the post as soon as it is confirmed that the registered manager of the service is not returning to work and if Fair Deal is planning to fill the vacancy.
- If the post must be held open, if appropriate, a support worker will be identified to act up, under the supervision of the temporary Registered Manager.

## **Closure of service by Care Inspectorate:**

If the Care Inspectorate close a Fair Deal service, Fair Deal will meet Glasgow HSCP to discuss the problem and arrive at solutions including:

- Identifying any existing vacancies within other Fair Deal Services and negotiating the transfer of people we support into these vacancies.
- Working with people we support, carers and the HSCP to identify suitable alternative placements with other providers.
- Transferring staff to any vacant posts within other Fair Deal Services.
- Negotiating redundancy arrangements with staff representatives.
- Analysing what went wrong and acting to ensure that a similar situation does not arise in other Fair Deal Services.

## **Financial loss/bankruptcy of service:**

If a service makes substantial financial losses or becomes bankrupt, the Chief Executive and Chair of the FI&G will meet with Fair Deal's bankers and Glasgow HSCP to discuss the problem and arrive at solutions including:

- Negotiating a loan or other financial assistance.
- Identifying any existing vacancies within other Fair Deal Services and negotiating the transfer of people we support into these vacancies.
- Working with people we support, carers and the HSCP to identify suitable alternative placements with other providers.
- Transferring staff to any vacant posts within other Fair Deal Services.
- Negotiating redundancy arrangements with staff representatives.
- Analysing what went wrong and acting to ensure that a similar situation does not arise in other Fair Deal Services.

**End of Policy**

## Document Information

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