

## **BUSINESS CONTINUITY PLAN**

### **1 INTRODUCTION**

The Directors of MOONSTONE CARE UK Ltd accept that a Business Continuity Plan will assist in safeguarding the interests of Service Users and those with whom the Company contracts, such as the London Borough of Newham. This plan will also safeguard the reputation of the Company in the unlikely event that the services provided by the company might become compromised through a natural disaster or one of a terrorist nature.

The plan will identify and assess risks and outline a response to these. Separate detailed documentation is to be developed to support the plan.

### **2 TYPES OF RISK IDENTIFIED**

Without business continuity, a natural or man-made disaster could result in:

- ❑ Loss of work to the Company's competitors
- ❑ Failures within the supply chain e.g. lack of essential documentation or communication
- ❑ Loss of reputation
- ❑ Human Resources issues e.g. key personnel who are office based or community based
- ❑ Health and Safety liabilities
- ❑ Higher insurance premiums

### **3 WHERE IS THE BUSINESS VULNERABLE?**

Buildings  
Suppliers  
People  
Systems and Processes  
Timescales

### **4 THE DIRECTORS VIEWS ON WHAT IS ESSENTIAL**

An office space with telephone and internet access (for email purposes), a fax machine, laptop computer and printer.

The staff, including those based in the office and the carers.

Communication between the London Borough of Newham, staff and carers.

## 5 A WORST CASE SCENARIO

Explosion or fire decimating building and contents to the extent that all records and equipment were destroyed.

The services provided to vulnerable people are essential for their health and well being and need to be provided continuously. These cannot be deferred or cancelled although some tasks of a domestic nature could be postponed.

### HOME CARE SPECIFIC RESPONSES

#### 5.1 Scheduling

- Scheduling carers to visit service users is a weekly task, which must be done. The on-call staff member has a copy of the schedules at home and on the laptop, which is used 'out of hours', and is updated weekly. The service user/care worker contact details are available on the laptop. Scheduling would be completed from a home base designated by the manager until either the office became usable again or a temporary office was made available. The manager would co-ordinate location, staff and tasks.
- The registered manager and the Directors have access to the office computer system from their homes and if the office computer network were to be unaffected, would be able to access all the data from home. If the office network were to be affected by the incident, the laptop computer would be used until the network could be restored.

#### 5.2 Stationery

- To be able to function the team would need specified items of stationery, particularly time sheets, care plans and care diaries
- **Timesheets** – An office template has been created, all care workers will be instructed to ask service users to sign a blank piece of paper, with the time, date and day they attended. This would then be attached to the timesheet once available.
- **Care diaries** – An office template has been created, all care workers will be instructed to ask service users to sign a blank piece of paper, with the time, date and day they attended. This would then be attached to the care diary once available.
- **Care plans** – These would be printed off from the laptop.
- **Schedules** - In the short term schedules for the following week could be telephoned through to carers and read over to them or printed off from a home computer (resources required would be a printer driver and USB lead, to link into an existing printer).

**5.3 Disposable gloves and aprons**

A stock of these would be purchased and staff would collect from the temporary office or office staff would deliver depending on a risk assessment conducted at the time.

**5.4 Wages, invoicing**

The invoicing and wages systems are electronically backed up on a different system to the laptop used for the scheduling/on call data. This data would be accessible from a Director's Home and could be electronically transferred to the temporary office with the wages software downloaded from the internet. The worst-case scenario for this transfer is 48 hours but it would be possible to do a payroll run within 24 hours although it may not be 100% accurate. If the incident occurred on a Friday the following week's payroll run would be to all intents and purposes unaffected. The worst day for an incident would be a Wednesday and the payroll could be 48 hours late.

A member of staff would need to be designated to enter the wages onto the system. This would be the Manager's responsibility and in their absence one of the Directors.

**5.5 Communication with Social Services and Home Care teams**

- All contact numbers are on the lap top and the out of hours emergency telephone, so staff are not reliant on the office telephone system and all partner agencies such as Social Services and Home Care teams, would be contacted as soon as practicable. Talk Talk would be instructed to divert all calls made to the office telephone number, to another temporary telephone number.
- Social Services would need to be advised to contact Tutu Idris via the out of hour's numbers which are on a mobile telephone number until such time as a temporary office is set up, in order to meet the daytime contractual obligation to be contactable.

**5.6 Communication with service users**

- A system will be set up to ensure that care workers advise designated service users to which they are allocated, about any temporary office arrangements and contact numbers. An information sheet will be devised to ensure consistent information is conveyed.

**5.7 Staffing**

A minimum of 2 staff from the care department to run the day to day activities, as well as the care workers would be required and in addition a member of the administrative staff to undertake the wages.

**5.8 Location of temporary office**

The Directors would strive to temporarily relocate to within the Borough.

**5.9 Other Personnel**

Computer support personnel are contactable via mobile phones and/or the internet.

**6 OTHER BUSINESS CONTINUITY MANAGEMENT SCENARIOS**

In order to look at an assessment of the risks posed, a series of 'what if' questions were asked, various scenarios were considered and the Directors looked at what functions and people are essential, and when.

### **6.1 Failure in electricity supply**

What if the electricity supply failed?

MOONSTONE CARE UK keep hard copies of all work undertaken, the exception to this are the notes entered onto the computer system. These are transferred to the laptop each afternoon and the office data is backed up' onto tape each evening. If it were not possible to do an electronic back up, paper copies would be made.

### **6.2 Failure in the IT network**

- Laptop and main computers are available in Homes of the Directors and Registered Manager. Two of these computers have direct access to the server in the office (the registered Manager and a Director), so if the server remained intact there would be no problem with continuity. If the server was not intact there would be a delay whilst the back up tape was installed onto a main computer in another location.
- Each night a back up is done of data on the main server and once a week, this tape is replaced and kept outside of the office. This ensures that there is always a complete back up of the server no more than seven days out of date that is available outside of the office premises. The worst day for an incident to happen from this perspective would be a Thursday, as this would necessitate using seven-day-old information.
- Home Care synchronise information daily Monday to Friday on a laptop. If this laptop were destroyed there would still be the server 'back up' to rely on although potentially this could be a week out of date. Computer software is not backed up but the software company will give a password so that the software can be downloaded from the internet.

### **6.3 Failure with landline telephone system**

If the telephones went down in the short term, calls would be forwarded to another landline or to mobile numbers. The Directors would act in consultation with the manager and agree which solution is most sensible dependent on the nature of the incident.

### **6.3 Failure with the mobile telephone systems**

There is access to different mobile networks so a complete failure to use a mobile phone is not envisaged. It would cause difficulties in communicating with care workers but the old fashioned method of calling service users homes on a land line could be used in the short term or requiring care workers to call in to the office physically or by landline would be alternatives.

### **6.4 Key Documents being destroyed**

Social services have a copy of most of the service user related, paper documents held in the office. All ongoing documentation is recorded electronically with backups so could be replaced. Original documentation from temporary worker and Staff personnel files would be difficult to recapture – interview notes, original application forms, CRB checks, references and this is a current area of vulnerability.

**6.5 Failure to gain access to the building for days, weeks or months?**

A temporary replacement office would be established.

**7 Business Relationships**

What if our customers could not contact us?

**7.1 Communication with Social Services and Home Care teams**

- All contact numbers are on the lap top and the out of hours emergency telephone, so staff are not reliant on the office telephone system and all partner agencies would be contacted as soon as practicable. Talk Talk phone services would be asked to forward all calls normally made to the office, to another telephone number.
  
- Social Services and home care would need to be advised to contact Tutu Idris via the out of hour's numbers which are on a mobile telephone number until such time as a temporary office is set up, in order to meet the daytime contractual obligation to be contactable. The manager would be responsible for communicating this or in their absence the designated Director.

**7.2 Communication with service users**

A system will be set up to ensure that care workers advise designated service users to which they are allocated, about any temporary office arrangements and contact numbers. An information sheet will be devised to ensure consistent information is conveyed.

**7.3 What if our suppliers could not supply us?**

Home care maintains stocks of personal protective equipment and stationery, which would be used pending normal supplies resuming.

**7.4 What if the London Borough of Newham is not able to pay us?**

In the short term, this would be sustainable. In the medium to long term this would be more problematic as it would cause cash flow difficulties. The Company does however have an excellent relationship with the Company's bankers so this is not seen to pose a threat to ongoing viability.

**7.5 What if we could not pay our suppliers?**

In the short term, temporary arrangements would be made to use a manual system for cheque payments rather than using automated systems. This is not envisaged to be a problem.

**8 Communication after a Major Incident**

After an incident, the Director with responsibility for Health and Safety will be responsible for recording who has been injured, where they have been taken and who is

missing. Should he not be on the premises, this responsibility will pass to the Registered manager. A similar call down list will apply to dealing with enquiries from the relatives of missing or injured staff.

## **9 The worst-case scenario – relocation**

If the building were unavailable through a terrorist incident or having been destroyed, initially the service would continue from a combination of the following dependent on time of day and local availability of office space:

The Directors' Homes

Staff Homes.

This would be possible by the use of mobile phones, landlines, laptop and main computers.

## **10 The Company's Strategy**

The company's strategy is to reduce the risks and ensure sufficient back up systems and equipment are in place should a major incident render the office unoperational for an unspecified period of time. Most risks can be reduced to a point where outside help should not be needed and robust insurance arrangements have been made to ensure business continuity can be funded.

## **11 Information from outside of the business**

This first business Continuity plan does not include information from outside the Company in planning for emergencies, or from other business people who face similar risks.

## **12 Overview of key responsibilities**

### **□ Gold (Tutu Idris )**

Within MOONSTONE CARE UK this refers to the Directors who make strategic decisions about the business, and who will also take strategic responsibility for responding to an incident, for example speaking to the media about the incident. 'Gold' people will communicate strategic business decisions following a terrorist attack or other major incident directly to 'Silver' people an example would be a decision to temporarily relocate office operations elsewhere and designate and support other staff to follow this through.

### **□ Silver (Mr Adebayo Oshuntoki )**

The Registered Manager already is the 'expert' on Home Care and the systems, procedures and processes involved. He is responsible for co-ordinating and directing the resources of the business to ensure that the plans are being properly implemented and that continuity of the service is preserved as far as practicable. 'Silver' people will link directly to the 'Gold', keeping them updated on the developing situation.

□ **Bronze (hardware and software support)**

A key factor identified is the Company, which is under contract to offer hardware support for the computer system and within this contract, other key people to install internet (email) operations should these fail. They are responsible for ensuring that their specific business continuity plans are implemented. They take direction from 'Silver' people and keep them updated. Software support is also provided under contract and is largely reliant on an internet connection. In the worst-case scenario, internet access to software support would have to occur from a Director's Home until a temporary office could be set up.

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