

## **Business Continuity (or Disaster Recovery) Policy**

September 2022

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## 1 OVERVIEW OF PURPOSE

This Policy provides an overview of risk areas that will be addressed in detail by 1st Homecare's Business Continuity Plan ("The Plan"). The Plan applies in the event of an unforeseen event, or sequence of events, impacting upon the routine operations of the business. The Plan covers severe (more than 2-hour) disruption to normal operations. The Plan will be supplemented as required with specific continuity plans for risks or threats that are envisaged or forecast, e.g. pandemics or severe weather conditions.

This Policy provides an overview of the risks arising in the following areas:

- Systems failures leading to the temporary unavailability of PC's and systems resources
- Facilities failures leading to inaccessibility of premises and equipment
- Acute staff shortages leading to the inability to respond/meet client requirements

## 2 FAILURE OF SYSTEMS OR IT INFRASTRUCTURE

All client, staff and planning data are stored on PeoplePlanner, and client care documents and records and employee records are kept on Access Care Planning. PeoplePlanner and Access Care Planning back up 1st Homecare's data in two separate sites in the UK. 1st Homecare stores client and employee information that is not otherwise held on either PeoplePlanner or Access Care Planning, on Dropbox Business, an online secure document storage system, so that all data can be retrieved from any computer linked to the internet and can be retrieved if destroyed by a virus. Additionally, all files are backed up to an external hard drive on a regular basis.

Alternative PCs and servers can be accessed via a combination of existing remote PCs (e.g., staff laptops, home PCs) and/or the 1st Homecare host and IT support company.

Accounting software (Sage Drive) is stored on two Company computers and Sage's own I-cloud. Data is also backed up to Dropbox Business, and onto an external hard drive on a regular basis.

Until systems were restored, 1st Homecare would have to rely on hard copy rotas which are printed out weekly on Fridays for the following week. Contact lists for staff and clients are also printed out at this time.

## 3 FACILITIES FAILURE

In the event that either of 1st Homecare's office premises were to become inaccessible due to unforeseen circumstances (e.g., fire/flood), management will

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provide for a combination of temporary office accommodation and remote systems access.

1st Homecare phones in any office could be diverted to another office so that staff could take messages and then relay them.

Post-disaster planning would provide for longer-term facilities solutions.

#### 4 ACUTE STAFF SHORTAGES

An acute staff shortage might occur through a local or national disaster impacting upon the availability of carers and/or Office staff. Where such disasters are relatively predictable (heavy snow, a resurgence of COVID-19, flu epidemic or similar) specific contingency plans will be drawn up in the Plan.

For totally unforeseen disasters, which have a direct impact upon our ability to deliver care, 1st Homecare will revert to the process below, selecting one or more of or a combination of the potential solutions:

- Immediate consultation with commissioning bodies e.g. Local Authority contacts, to review available resources. Consultation to include necessary permissions for sub-contracting and/or use of third party resources.
- The CQC would be informed
- The development of a Prioritisation Matrix to identify those clients most at risk. PeoplePlanner provides a field for low/medium/high priority clients which is reviewed periodically throughout the winter so that we could swiftly transpose this data into a distinct Prioritisation Matrix
- Liaison with relatives of clients to identify family support available
- Liaison with alternative care providers to pool resources and support respective clients
- Liaison with third party carer employment/temp agencies to procure additional carers.

#### 5 GENERAL

This Policy may be reviewed and amended at any time, as may be necessary.

## CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	November 2012	New
2	February 2014	Amendments/attach new BCP
3	September 2014	Amendments to reflect staff changes
4	November 2014	Review date inserted and minor document changes
5	October 2016	Fifth Issue – amendments to reflect change of personnel, change of address, and download of data to external hard drive plus other minor changes
6	February 2017	Sixth Issue – amendments to make applicable to both businesses
7	October 2018	Seventh Issue – change of address for Oxford
8	February 2020	Eighth Issue – addition of KL address, slight amendments to wording.
9	September 2022	Ninth Issue – to reflect use of Access and PeoplePlanner, and reference to COVID-19

## DOCUMENT CONTROL

Name of document	1st Homecare Business Continuity Policy
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Issue	9
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Maintainer	1st Homecare
Owner	1st Homecare
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