



1. Purpose

1.1 To ensure that staff understand what their responsibilities are during bad weather (adverse weather) and that the managers understand what procedures must be in place so that services can continue with minimal interruption. A separate policy and procedure is available for supporting Service Users in adverse weather.

1.2 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- Care Quality Commission (Registration) Regulations 2009
- Civil Contingencies Act 2004
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following Service Users may be affected by this policy:

- Service users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS

3. Objectives



- 3.1** To ensure that business continuity plans consider the impact of adverse weather on staff and Service Users and for services to respond effectively in the event of adverse weather.

4. Policy

- 4.1** Serendipity Healthcare Ltd recognises that we have a general duty under the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of our staff at work. We also understand the importance of the need to safely deliver care and support, including during adverse weather conditions. We expect, however, that our staff will make every effort to attend work during adverse weather conditions without putting their personal safety at risk.
- 4.2** This policy aims to ensure that equal and fair treatment is applied, as far as possible, to staff of Serendipity Healthcare Ltd who are unable to attend work, or who have to work a shorter day than normal due to inclement weather. While accepting that staff should not take unreasonable risks in attempting to get to work in difficult conditions, there will not be a disincentive to staff who do try. The decisions to be made in the event of severe inclement weather will be a balance between the following:
- Ensuring that Service User care or service delivery is not compromised
 - Ensuring that the safety of staff at work is not compromised
- 4.3** Serendipity Healthcare Ltd will have robust business continuity plans in place and we will work closely with local partners, including Derbyshire County Council, Sheffield City Council, Nottinghamshire County Council, to ensure that continuity of care is maintained and that both Service Users and staff remain safe.
- 4.4** The Registered Manager will communicate the Unable to Absentee Policy and Procedure to all staff and will monitor the effectiveness of this policy by auditing unplanned absences. To ensure the safety of Service Users during adverse weather, The Registered Manager will ensure that staff have read and understood the Supporting Service Users During Adverse Weather Policy and Procedure.

5. Procedure

5.1 Responsibilities – The Registered Manager

Winter Preparedness

The Registered Manager will review and update the Business Continuity Plan for Serendipity Healthcare Ltd to ensure that weather-related issues are included within the plan. The impact on continuity of care if the transport infrastructure is affected and staff are unable to travel in their usual way must be included, with solutions to overcome any transport issues documented clearly.

The Registered Manager will discuss with the staff their transport arrangements and review how they will get to work.



5.2 During adverse weather, The Registered Manager will keep up to date with weather alerts to ensure that robust business continuity plans are in place. Information can be accessed via www.metoffice.gov.uk and local radio stations. As part of winter preparedness, Serendipity Healthcare Ltd will put in place procedures for monitoring and cascading weather alerts to staff in a timely manner. Serendipity Healthcare Ltd will ensure that any communications comply with the Data Protection Act.

5.3 Where vehicles are provided for staff, Serendipity Healthcare Ltd will ensure that the vehicles are serviced and safe for winter use.

5.4 Response During Adverse Weather

- Ensure that dynamic risk assessments are undertaken as the weather situation develops to ensure the safety of staff. Factors to consider will include the risks of slips, trips and falls as well as driving safety
- Review capacity as well as the need for, and the availability of, staff, especially if the weather is forecast to last for a prolonged period in order to ensure continuity of care for all Service Users
- Liaise with local partners including Derbyshire County Council, Sheffield City Council, Nottinghamshire County Council to maximise resources
- Ensure that access to the premises of Serendipity Healthcare Ltd is safe. The building will need to be accessible and safe whatever the adverse weather conditions. This may mean that The Registered Manager must plan for severe weather conditions by having equipment and resources, which may include shovels, salt, matting or additional heating or lighting to manage severe weather

5.5 Responsibilities - Staff

- It is expected that staff will make every reasonable effort to reach Serendipity Healthcare Ltd. However, staff are not expected to, and should not put themselves or others at risk
- Staff who live in areas where they have had difficulties in getting to work during periods of adverse weather should be prepared to make appropriate arrangements in relation to attendance at work
- Staff living within reasonable walking distance will be expected to make every effort to get to work on foot, where it is possible and safe for them to do so
- Staff should plan and consider that their usual route may be disrupted by bad weather. Staff must plan their route in advance and allow longer for their journey than usual
- If a member of staff anticipates travel problems or is unable to reach their normal place of work, then they must telephone their line manager as soon as possible to explain their circumstances. If their immediate line manager is unavailable, an alternative 'senior' member of staff must be contacted. This must be done as soon as possible to ensure minimal disruption to Service Users
- Staff must prove they have made all possible efforts to get to work, i.e. that a genuine attempt was made. In this respect, it would not be enough for the member of staff to claim that just their normal method of travel was unavailable. Staff would be expected to have explored all reasonable alternatives
- Staff are reminded of their duty to take reasonable care for their own health and safety and that of other persons who may be affected by their acts or omissions.



This includes taking extra care when travelling to and from work and accessing the home

- Staff must consider their health needs and contact their GP to discuss access to the annual flu vaccine
- Staff must ensure that they wear shoes with good grips, avoid taking shortcuts across wet grass or slippery paths and, wherever possible, remain on the main path to minimise the risk of slips, trips and falls
- It is recognised that adverse weather may also impact on staff who themselves may have been able to get work but who may need to take urgent carers' leave because of the weather-related closure of other organisations such as schools. In these circumstances, the carers' leave provisions set out in the Leave Policies at Serendipity Healthcare Ltd shall apply (e.g. Parental Leave Policy and Procedure)

6. Definitions

6.1 Adverse Weather

- Adverse Weather is unfavourable or potentially harmful. In the context of this policy, it means snow, ice, winds, storms, floods or any other weather extreme

6.2 Meteorological Office

- The Meteorological Office provides weather and climate services
- It is part of the Department for Business, Energy and Industrial Strategy (BEIS)
- It is recognised as one of the world's most accurate forecasters, using more than 10 million weather observations a day

6.3 Business Continuity

- Business continuity encompasses planning and preparation to ensure that an organisation can continue to operate in the case of serious incidents or disasters and is able to recover to an operational state within a reasonably short period

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Lisa Ward – HR Manager