

Contingency Plan for Residential & Domiciliary Care During Racially Driven Riots. (Please tweak accordingly)

Stage 1: Immediate Actions (Instant Wins)

Objective: To ensure the immediate safety of international recruits and maintain the quality of care delivered to clients during ongoing racially driven riots.

1. Staff Safety:

Risk Assessments:

Conduct rapid risk assessments to identify high-risk areas and times.

Emergency Communication:

Establish a 24/7 helpline for staff to report incidents and receive immediate support.

Distribute emergency contact lists to all staff.

Safe Transport:

Provide immediate access to taxis or car-sharing services to avoid high-risk areas.

Establish safe meeting points for staff pick-ups and drop-offs or emergencies.

2. Client Care:

Prioritising High-Needs Clients:

Identify and prioritise care for high-needs clients to ensure they receive uninterrupted care.

Communicate with clients and their families about potential changes in care schedules and consider help from family members on any green Rag rated clients should our international colleagues need to be kept in a safe location.

Double-Up Rounds:

Implement double-up rounds in high-risk areas where feasible using UK staff

Where possible avoid high risk areas and plan routes away from the effected areas.

3. Coordination with Local Authorities:

Emergency Liaison:

Establish immediate communication lines with local police and community leaders.

Have staff routes, expected locations and time of arrival easily accessible should any team member become uncontactable to ensure their movements are detailed.

4. Communication Protocols:

Real-Time Updates:

Use a mobile app or messaging system to provide real-time updates on riot developments and safety advice.

Encourage staff to report any incidents or safety concerns immediately.

5. Training and Support:

Safety Briefings:

Conduct quick personal safety briefings for all staff.

Mental Health Support:

Offer immediate access to counselling and mental health resources should a colleague become anxious or distressed.

Stage 2: Long-Term Planning

Objective: To develop a sustainable plan that ensures the long-term safety of international recruits and maintains the quality and continuity of care delivered to clients.

1. Staff Safety:

Comprehensive Risk Assessments:

Conduct detailed risk assessments to identify and monitor high-risk areas.

Personal Safety Training:

Provide comprehensive training on personal safety, conflict de-escalation, and emergency procedures.

Enhanced Transport Arrangements:

Develop long-term transport solutions, such as company-owned vehicles or contracts with secure transport providers.

Buddy System:

Implement a buddy system where staff work in pairs, especially in high-risk areas.

2. Client Care:

Flexible Staffing Plan:

Develop a flexible staffing plan that accommodates potential disruptions and ensures continuity of care.

Remote Monitoring:

Utilise technology for remote check-ins and monitoring where appropriate.

Implement a shared approach with other local companies to ensure market sustainability through shared resources and responsibility.

Ensure you have a crisis response plan in place that can be initiated quickly with your peers to ensure the market responds as a team to ensure the safety of all.

Flexible Scheduling:

Adjust care schedules to avoid high-risk times and ensure on-call staff are available.

Have a flexible approach to mapping movements to and from work and care rounds ensuring that staff members avoid problematic areas.

3. Coordination with Local Authorities:

Regular Communication:

Maintain regular communication with local police and community leaders, using instant messaging or an available portal where updates can be shared.

Collaborative Planning:

Work with local authorities to plan safe routes and identify potential hotspots, safe spaces.

4. Communication Protocols:

Emergency Contact List:

Ensure all staff have an up-to-date emergency contact list.

Feedback Mechanism:

Establish a system for staff and clients to provide feedback on safety measures and care delivery.

5. Training and Support:

Ongoing Training:

Provide regular training sessions on personal safety and emergency procedures.

Mental Health Resources:

Develop a comprehensive mental health support programme for staff.

6. Client Communication:

Proactive Communication:

Communicate proactively with clients about potential changes or delays in service due to safety concerns.

Provide clients with emergency contact numbers and safety advice should they have concerns or their home is being targeted due to an international recruit being in their premises.

7. Review and Continuous Improvement:

Regular Review:

Conduct regular reviews of the contingency plan and make adjustments based on feedback and changing circumstances.

Debrief Sessions:

Hold debrief sessions with staff after incidents to gather insights and improve future responses.