

Preparing for Emergencies A Residential Care Sector Event

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Combined Emergency Response



What to expect from the various emergency services and responders



Suffolk Resilience

A Statutory Strategic Partnership.

■ Category 1

- Emergency Services
- Local Authorities
- Environment Agency
- NHS (PCTs, Acute Trusts)
- HPA
- MCA
- Assess Risks
- Produce emergency plans
- Produce Business Continuity Management arrangements
- Warn, inform and advise the public on emergencies
- Share information
- Co-operate with other local responders

• Category 2

- Utilities
- Communications
- Transport
- HSE
- Co-operation
- Share information

Local Authorities Role

- Support the emergency services
- Help the victims
- Maintain services
- Protect the environment
- Lead the recovery and restoration of normality
- Co-ordinate volunteers
- Promote Business Continuity.



Local Authorities

Rest centre

Survivor reception centre

Friends & relatives
centre

Co-ordinate voluntary
organisations response.

Arrange transport



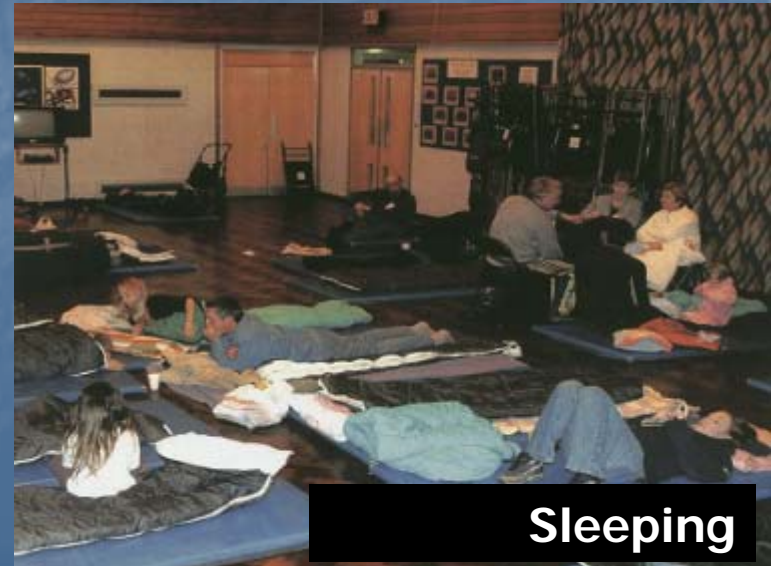
Documentation



Welfare



Feeding



Sleeping

Police

- Outer Cordon
- Incident Co-ordination
- Public Order
- Security
- Evacuation
- Casualty Bureau
- Coroners Officer
- Identification of deceased
- Identification of Casualties



Fire and Rescue Service



- **Dynamic Risk Assessment**
- **Inner Cordon**
- **Urban Search and Rescue**
- **Water Rescue**
- **Decontamination of the public (mass)**
- **Environmental lead on effects of fire fighting, e.g.; chemical release and smoke plumes**
- **Standby during Non - Emergency Recovery Phase**
- **Assist with the Recovery of the Dead.**

Ambulance Service



- Triage
- Casualty Clearing Station
- Decide which Hospital casualties go to
- Link between scene, hospital and health agencies
- Casualty Decontamination.

PCT Role in an Emergency:

- **Co-ordinate the local NHS operational response to the incident – GPs, Community Hospitals & Acutes etc**
- **Provide medical support to rest/evacuation centres (community nurses/mental health nurses/ GPs) - replacement medication, health screening etc**
- **Identify & assess the effects of an incident on vulnerable care groups - dialysis patients, elderly, dependent, or those with a physical or mental disability.**

Environment Agency



- Environmental protection - Pollution
- Flood risk protection
- Issue of flood warnings
- Flood line

Information on flood protection and planning on:

<http://www.environment-agency.gov.uk/business/topics/flooding/>

Internal & External Incidents

- Events that affect you
- Events that affect a wider community

An Internal Incident

Loss of Utilities

Managing without electricity or water



Internal Incident Requiring Evacuation



"For an incident of this scale, with 89 residents involved, it is lucky there have been no fatalities."

'My mother-in-law is 87 and can't move without her wheelchair, I'd like to see her, she'll be a bag of nerves, she's very frail'



I was worried about my Gran as she has got Alzheimer's and this would have been a bit of a shock."

An External Incident

The Felixstowe Bomb

- Major Incident declared
- Multi Agency Command established
- Police cordon set up and bomb disposal called
- Evacuation within the cordon underway
- Rest centres opened for evacuees manned by District Council staff



- Communications established between responders
- Communications set up for press and radio
- Overnight accommodation found for old people's home and people with learning disabilities
- Road diversion signs and provide transport
- PCT supply overnight medical support
- WRVS man the kitchens



The Felixstowe Bomb Timeline

21 April 2008

22 April 2008

09:30

13:00

13:10

16:15

21:00

11:58

16:00

UXB
found on
beach

Local
Authority
informed

ACS
called re
poss.
care
home
evac.

Evacuation
commenced
-up to 1200
people ?

Evacuation
completed
by coach,
ambulance,
mini-bus &
car

Residents
in rest
centre, day
care centre,
other
homes and
a hotel

All clear
given

All
residents
and staff
returned

Lessons Identified

- **Homes need plans in place**
 - Identify suitable alternative premises
 - Identify equipment and supplies to be taken to alternative premises
 - Identify suitable transport arrangements
 - Procedures for staff accompanying residents whilst at alternative premises

What would you do



If help could not reach you?

Incident Management

The first set of actions in response to an incident that allows you to determine what has gone wrong and which action plan needs invoking.

- Clear set of actions easy to understand and in a logical order
- Triggers to invoke the plan and the authority to do so
- Up-to-date contact list
- Flow chart for evaluating a response such as whether to evacuate or not and whether additional help or escalation is required
- Roles and responsibilities
- Log sheet

Buddy System

- A reciprocal help arrangement with another home or homes
- Gives a Place of Safety suited to the needs of frail people
- Gives other support as mutually agreed (such as phoning relatives)



Questions?

Templates and downloads can be found on our web site

www.suffolkresilience.com

Click on business continuity

A list of approved transport providers

http://www.suffolkonboard.com/tendering_contracts

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