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Version Control Sheet

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Executive Summary

This document sets out the operational processes, roles and responsibilities for the management and implementation of a Disaster Recovery Plan for Estates and Facilities related incidents on the RHN site.

1. Introduction

This document is designed to provide first response guidance to the Duty Site Manager in the event of an estates and facilities related incident or non-clinical disruption in accordance with our Business Continuity Plan, to ensure losses or down time are kept to a minimum.

This document is planned to support processes already in place for Estates and Facilities. Where there is any doubt, seek guidance either Estates and/or Facilities:

Head of Estates	x5073
Head of Facilities	x4523

Risk assessment is the most effective way to identify risks and plan the most efficient and effective mitigation, and is carried out regularly by the Estates and Facilities as a part of their business as usual management process.

2. Purpose

The purpose of this plan is to minimise loss and disruption in the event of a major incident to the estate infrastructure or utilities supplies, and facilities related major incidents at the Royal Hospital for Neuro-disability, (RHN.)

This document is designed to inform and act as an 'aide memoir', but is not intended to replace the comprehensive RHN Major Incident Plan.

It should be referenced in parallel to the RHN:

- Fire Safety Policy
- Health and Safety Policy
- Management of Medical Gas Pipeline and Cylinder Systems Policy and Procedures
- Major Incident Plan
- Business Continuity Plan
- Electrical Safety Policy
- On call Manager Guidelines

For the purposes of this infrastructure focused Disaster Recovery Plan, events identified as business continuity, critical or major incidents include:

1. Bomb/Toxin/Terror Threat
2. Explosion or implosion
3. Failure of Patient Transport (RHN Ambulance fleet)
4. Fire
5. Flood
6. Loss of electrical supply
7. Loss of gas supply or gas leak
8. Loss of medical gas (oxygen) supply or gas leak
9. Loss of cylinder medical gas
10. Loss of vacuum supply

11. Water interruption

Business Continuity, Critical or Major Incidents

3. Bomb/Toxin/Terror Threat

Threat received by phone at Main Reception during working hours

- Contact the Director of Service Delivery or Chief Executive
- Contact the Director of Nursing
- Contact the On-call Manager on 07887 566017
- Inform and instruct Security staff

Threat received by phone at Main Reception outside working hours

- Contact the On-call Manager on 07887 566017
- Inform and instruct Security staff

In the event that a call is taken by staff other than Main Reception, they should pass the message to Reception staff who will invoke the process above.

The On-call Manager is responsible for making the decision to escalate to the Police. RHN staff will then take all instructions from the police concerning searches and evacuation.

Procedure to be followed in the event of finding a suspicious package

- Do not attempt to open or move package
- Instruct staff to immediately clear the area of all patients, visitors and staff
- Contact Main Reception on extension 0
- Main Reception will contact the On-call Manager on 07887 566017 and the Duty Site Site Manager
- Inform and instruct Security staff

4. Explosion or implosion

- Inform and instruct Security staff
- Immediately cordon off area to prevent further access
- Assess the nature and extent of any damage – *if it is safe to do so without putting yourself at further risk of harm*
- Contact the emergency services
- Contact the Estates Department on X4524 or 07385 415383
- Contact the On-call Manager on 07887 566017 (*the On-call Manager will take the decision whether to contact the On-call Director*)
- If the incident occurs out of hours, Contact the On-call Estates Engineer on 07385 415383 and the Head of Estates on 07711 485176

5. Failure of Patient Transport (RHN Ambulance fleet)

All RHN ambulances contain instructions for the drivers in the event of a breakdown either on or off site.

On site breakdown

- Portering Services on x5225

Off site breakdown

- Contact the AA on 0845 887766
- If they are unable to effect repairs at the roadside, they will make arrangements for it to be recovered to the Hospital

6. Fire

This guidance should be read in conjunction with the RHN Fire Safety Policy

During normal operational hours, (Monday – Friday, 0830-1600 hours,) RHN has a Fire Response Team. It is this team that will manage and co-ordinate the response to a fire alarm activation.

During normal operational hours, a '5 minute delayed response' protocol has been implemented:

The Fire Response Team will consist of:

Clinical Site Manager (CSM)
Fire Co-ordinator (FCO)
Fire Panel Operator (FPO)
Seek and Search Team (SST)
Fire Brigade Attendant (FPA)
Receptionist–

What to do in the event of a fire alarm activation:

- 1) All Fire Response Team (FRT) members are to don a High Visibility waistcoat.
- 2) All non-clinical staff must evacuate the building and make their way to the relevant muster point. Clinical Site Manager to go to main reception to gather information on the status of the activation.
- 3) Ward Managers are to assess the risk and liaise with the Clinical Site Manager regarding the evacuation of patients or to remain on the ward.
- 4) Once fire alarm activation location is established, the Seek & Search team members are to go direct to the location of fire alarm activation. Once at scene a status update must be given over the radio to FCO. The SST have 5 minutes to establish the cause of the activation.
- 5) The Fire Alarm sounders can be silenced after a given period at the discretion of Estates staff and the Clinical Site Manager until cause of alarm is understood and made safe. This is to reduce the effect on patients, as the alarm may cause unwanted panic and stress.
- 6) Receptionist is to liaise with the call centre regarding the status of the activation.
- 7) If no fire has been detected, the fire alarm panel can be reset by the Fire Panel Operator. Confirmation must be given to the FCO.
- 8) FCO to instruct the Receptionist to let the call centre know that Fire Brigade assistance is not required. FCO to confirm re-occupation of the building.

- 9) If the fire alarm activation requires assistance from the Fire Brigade, the SST must relay this message to the FCO. The FCO will then instruct the Receptionist to inform the call centre to call the Fire Brigade.
- 10) FPA to greet Fire Brigade at the site entrance and direct Fire Brigade to site of alarm activation.
- 11) Once on scene Fire Brigade to manage situation and are in charge of all events. The Clinical Site Manager is to liaise with Fire Brigade's Senior Fire Officer.
- 12) Fire Information Boxes are located next to the key fire alarm panels. The boxes contain floor plans, zones plans and information on potential hazards, which will assist the Fire Brigade.
- 13) If assistance required or evacuation to take place the two way radios will be utilised. Further assistance may be sought from staff already evacuated.
- 14) Fire Brigade will confirm when the fire alarm panel can be reset. The panel can be reset by the Fire Panel Operator.
- 15) Clinical Site Manager to approve reoccupation following discussions with the Fire Brigade.
- 16) With the Fire Incident resolved and services returned to normal, the Fire Response Team are to meet and have a debriefing to discuss any observed deficiencies and actions which need to be organised to resolve any issues.
- 17) A Datix incident report is to be completed by the Fire Brigade Attendant.

When the fire alarm is activated outside working hours, (1600 – 0830 hours and all weekend,) the Fire Brigade is automatically called. A second 999 call must also be made by RHN Reception or Security

The Fire Response Team will consist of:

Clinical Site Manager (CSM)
Fire Brigade Attendant (FPA)

What to do in the event of a fire alarm activation:

- 1) All Fire Response Team (FRT) members are to don a High Visibility waistcoat.
- 2) All non-clinical staff must evacuate the building and make their way to the relevant muster point. Clinical Site Manager to go to the location of the fire alarm activation to gather information on the status of the activation.
- 3) Ward Managers are to assess the risk and liaise with the Clinical Site Manager regarding the evacuation of patients or to remain on the ward.
- 4) Reception/Security are to call 999. Estates On-call available on 07385 415 383 to provide assistance if required.
- 5) The Fire Alarm sounders can be silenced after a given period at the discretion of the Clinical Site Manager until cause of alarm is understood and made safe. This is to reduce the effect on patients, as the alarm may cause unwanted panic and stress.

- 6) FPA to greet Fire Brigade at the site entrance and direct Fire Brigade to site of alarm activation.
- 7) Once on scene Fire Brigade to manage situation and are in charge of all events. The Clinical Site Manager is to liaise with Fire Brigade's Senior Fire Officer.
- 8) If no fire has been detected, the fire alarm panel can be reset by the Fire Brigade.
- 9) FCO to instruct the Receptionist to let the call centre know that Fire Brigade assistance is not required. FCO to confirm re-occupation of the building.
- 10) If the fire alarm activation requires assistance from the Fire Brigade, the SST must relay this message to the FCO. The FCO will then instruct the Receptionist to inform the call centre to call the Fire Brigade.
- 11) Fire Information Boxes are located next to the key fire alarm panels. The boxes contain floor plans, zones plans and information on potential hazards, which will assist the Fire Brigade.
- 12) If assistance required or evacuation to take place the two way radios will be utilised. Further assistance may be sought from staff in Bellringer House.
- 13) Fire Brigade will confirm when the fire alarm panel can be reset.
- 14) Clinical Site Manager to approve reoccupation following discussions with the Fire Brigade.
- 15) With the Fire Incident resolved and services returned to normal, the Fire Response Team are to meet and have a debriefing to discuss any observed deficiencies and actions which need to be organised to resolve any issues.
- 16) A Datix incident report is to be completed by the Fire Brigade Attendant.

7. Flood

Do not attempt to use electrical equipment until you are instructed it is safe to do so

During working hours

- Contact the Estates Department on x4524 or 07385 415383
- Log the incident on the electronic Estates Helpdesk
- Contact Domestic Services on x5041 to request assistance with containing the flood
- Use spill kits to contain the flood

Out of hours

- Contact the On call Estates Engineer on 07385 415383
- Contact the Duty Site Manager
- Use spill kits to contain the flood
- If the flood continues uncontrolled, consider contacting the London Fire Brigade in consultation with the On-call Manager on 07887 566017

8. Loss of electrical supply

During working hours

- Contact the Estates Department on x4524 or 07385 415383
- Log the incident on the electronic Estates Helpdesk
- If the loss of supply is to an isolated area, consideration should be given to disconnecting non-essential equipment and using extension lead to connect essential equipment from areas not affected by the loss of supply.
- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.

Out of hours

- Contact the On call Estates Engineer on 07385 415 383
- If the loss of supply is to an isolated area, consideration should be given to disconnecting non-essential equipment and using extension lead to connect essential equipment from areas not affected by the loss of supply.
- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.
- Contact the On-call Manager on 07887 566017
- Contact the Duty Site Manager

9. Loss of gas supply or gas leak

Loss of Gas supply during working hours

- Contact the Estates Department on x4524 or 07385 415383
- Log the incident on the electronic Estates Helpdesk
- If the loss of supply is to an isolated area, consideration should be given to provision of temporary heaters.
- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.

Loss of Gas supply out of hours

- Contact the On call Estates Engineer on 07385 415 383
- Log the incident on the electronic Estates Helpdesk
- If the loss of supply is to an isolated area, consideration should be given to provision of temporary heaters.
- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.
- Contact the On-call Manager on 07887 566017
- Contact the Duty Site Manager

Gas Leak during working hours

- Contact the Estates Department on x4524 or 07385 415383
- Log the incident on the electronic Estates Helpdesk
- **Call National Grid on 0800 111999**
- **Open all windows and evacuate the area/building closing the door behind you.**
- **Don't turn any power or light switches on or off**
- **Don't light any sort of flame within the property**
- **Don't use any appliances that could cause a spark**
- **Estates to isolate the gas supply**
- **Wait for Gas Specialist on site**
- **Do not use radios or mobile phones in the vicinity of the suspected leak**

- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.
- Contact the On-call Manager on 07887 566017
- Contact the Duty Site Manager

Gas Leak out of hours

- **Call National Grid on 0800 111999**
- Contact the On call Estates Engineer on 07385 415 383
- **Open all windows and evacuate the area/building closing the door behind you.**
- **Don't turn any power or light switches on or off**
- **Don't light any sort of flame within the property**
- **Don't use any appliances that could cause a spark**
- **If possible isolate the gas supply**
- **Wait for Gas Specialist on site**
- **Do not use radios or mobile phones in the vicinity of the suspected leak**
- If there is a loss of supply to a building then consideration should be given to the relocation of critical services.
- Contact the On-call Manager on 07887 566017
- Contact the Duty Site Manager

10. Loss of medical gas (oxygen) piped supply or leak

On discovery of no or loss oxygen piped supply:

The RHN Maintenance Manager and Site Supervisor are the Medical Gases Authorised Person on site

- Inform Duty Site Manager immediately of the supply issue
- Duty Site Manager to assess situation to identify if issue is local or site wide
- Duty Site Manager to inform Medical Gases Authorised Person immediately on 07720 425 808 stating the exact location of the supply issue
- Authorised Person to confirm extent of issue(s) and recommended actions
- Authorised Person to inform Clinical Site Manager of area(s) to be isolated (if required)
- Ward Manager(s) to check which patients have been put at risk and to arrange immediate emergency medical attention if necessary
- Ward Manager(s) and Clinical Site Manager to ensure there are sufficient oxygen cylinders available for patients requiring oxygen for the anticipated duration of the loss to the affected area(s).
- Porters and Duty Site Manager to contact BOC on 0800 111 333 to request emergency delivery of oxygen cylinders (if required).
- If required, Authorised Person to contact Medical Gas contractor on 01202 828239 requesting assistance to carry out remedial repairs to reinstate piped oxygen supply.
- If required, Authorised Person to contact BOC 0800 111 333 requesting assistance to top-up liquid oxygen cylinders. Estates can install J cylinders to the Haberdasher piped oxygen supply.

11. Loss of cylinder medical gas

low supply levels of cylinders during working hours:

- Contact RHN Portering Service on x5225 to request delivery of additional cylinders from RHN cylinder store

- Complete appropriate paperwork to record transaction
- Duty Site Manager to instruct Portering Service to contact BOC on 0800 111 333 to request emergency delivery of oxygen cylinders (if required).

low supply levels of cylinders out of working hours:

- Contact Duty Site Manager to request delivery additional cylinders from RHN cylinder store
- Complete appropriate paperwork to record transaction
- Duty Site Manager to contact BOC on 0800 111 333 to request emergency delivery of oxygen cylinders (if required).

12. Loss of vacuum supply

On discovery of no or loss vacuum supply:

The RHN Maintenance Manager and Site Supervisor are the Medical Gases Authorised Person on site

- Inform Duty Site Manager immediately of the supply issue
- Duty Site Manager to assess situation to identify if issue is local or site wide
- Duty Site Manager to inform Medical Gases Authorised Person immediately on 07720 425 808 stating the exact location of the supply issue
- Authorised Person to confirm extent of issue(s) and recommended actions
- Authorised Person to inform Duty Site Manager of area(s) to be isolated (if required)
- Ward Manager(s) to check which patients have been put at risk and to arrange immediate emergency medical attention if necessary
- Ward Manager(s) and Duty Site Manager to ensure there are sufficient suction pumps available for patients requiring suction for the anticipated duration of the loss to the affected area(s).
- If required, Authorised Person to contact Medical Gas contractor on 01202 828239 requesting assistance to carry out remedial repairs to reinstate piped oxygen supply.

13. Water interruption

Loss of Mains water supply during working hours

- Contact the Estates Department on x4524 or 07385 415383
- Log the incident on the electronic Estates Helpdesk
- Contact Thames Water via internet [Thames Water - Report a problem - Location Map?](#) to check if there any issues in the local area
- Contact Thames Water on 0800 009 4544 to request a water bowser to supply the site.
- Contact Purchasing to establish stock levels of bottled water and request additional purchase if required.
- Contact the on-call Manager
- Contact the Duty Site Manager

Loss of Mains water supply outside working hours

- Contact the on-call Estates Engineer on 07385 415383
- Contact Thames Water via internet [Thames Water - Report a problem - Location Map?](#) to check if there any issues in the local area

- Contact Thames Water on 0800 009 4544 to request a water bowser to supply the site.
- Contact Purchasing to establish stock levels of bottled water and request additional purchase if required.
- Contact the on-call Manager
- Contact the Duty Site Manager

14. Actions for monitoring compliance

Frequency	Measurable Policy Objective	Method	Who performs the monitoring	Reported to and Reviewed by	Responsibility for Action Plans

15. References

16. Associated Documentation

Other RHN policies – or national guidance documents. (If these are available electronically, it is useful to include a hyperlink)

Pathway for requesting 1:1 R

