

Guidelines for Influenza (Swine Flu) Pandemic

Introduction

In the event of an Influenza Pandemic the Consortium will need to restructure how it manages its current Operational Networks.

During a pandemic we are likely to have high levels of staff absence which could cause disruption to how we normally deliver our Social Care Services.

To minimize the effect of a flu pandemic we have planed when necessary to allocate to each Network a “Flu Response Service”

This service will only be allocated to a Network:

- When it has a significant amount of Service Users suffering from flu or a high level of staff absence e.g. 15%

Or

- The Local Authority has asked CLC to offer support and assistance to other Social Care agencies.

This document provides guidelines for staff and managers on what the responsibilities of the “Flu Response Services” is during an Influenza Pandemic

1. How many Response Services will there be?

There will be 7 Response Services:

- **Networks 1, 3 & 4 – will be based the Consortiums Central Office (Walter Road)**
- **Network 2 – will be based at the Gorseinon satellite Office**
- **Network 5 – will be based at the Pontardawe satellite Office**
- **Network 6 – will be based at Rhodes House satellite Office**
- **Network 7 – will be based at Bedford House**

2. What is the aim of the Response Service?

The aim of the Response Service is to provide help and support to staff and service users during an outbreak of influenza.

If a number of staff and service users are taken ill within a Network then a “Flu Response Service “ will be set up to respond to the specific needs of that Network.

The “Flu Response Service” will support each Network to implement its own service specific Pandemic Flu Operational Plans.

These Operational plans have already been written and will ensure that each service will be able to provide critical support to their service users.

The “Flu Response Service” will also when required offer support and assistance to other Social Care agencies.

3. Who will be in the Response Service?

The “Flu Response Service” will mainly be made up of Operational Managers, Network Coordinators & Central Office staff.

Members of a “Network Flu Response Service” will have specific team roles in accordance with their current job roles, knowledge, skills and experience.

These roles have been designed to ensure that a number of key tasks will be carried out each day.

There will be a number of Central Office tasks that will of course carry on during this period such as pay roll & other financial services.

4. Roles within the “Flu Response Service”

- **Response Team Co-ordinator**- will be responsible for the day to day management of the Network Response Service such as ensuring that staff rotas are up to date, making decisions about re deployment of staff, agreeing what activities can be suspended, reviewing service specific operational Flu action plans and regularly liaising with the On Call Service.
- **Rota Planner** - responsible for managing staff rota’s and liaising with services regarding staffing levels and their needs for additional support
- **Communications Co-ordinator** - responsible for answering response service telephone queries, e-mails, collating sickness levels and for circulating relevant information to service users and staff
- **Response Service officer(s)** – responsible for supporting the response service to shop or deliver , medication, supplies and equipment to service users .

5. What resources / facilities will the Response Service have access to:

- Pool vehicles(with Satellite Navigation facilities)
- A petty cash float will be set up for each Response Service
- An organisational credit card will be set up for each Response Service.
- A supply of Protective clothing & equipment will be stored at each Response Team base.
 - Aprons



- Masks (guidelines for these will be available)
- Hand gel

6. Co-ordinating the work of the Response Teams

Representatives from the Senior Managers and Contract Managers Teams will meet weekly (or more frequently if necessary) to coordinate the work of each Response Service that will be operating at any one time.

- This weekly meeting will have a fixed agenda, be formally minuted and chaired by a nominated Manager.
- There will also be a protocol for calling an emergency briefing/ meeting as and when required.

7. What information will be discussed at this weekly meeting

The agenda for the weekly meeting will cover the following items:

- Sharing of any new information on the National or Regional progression of Swine Flu.
- Monitoring of CLC staff and service users sickness levels.
- Feedback & Advice from Local Authorities regarding managing the flu pandemic.
- Allocation of additional staff members or resources to a Network "Flu Response Service
- Emergency planning.
- Recovery planning.

8. What help can you give the "Flu Response Service"?

The "Flu Response Service" is going to rely on up to-date Network service information. It is essential for all services to ensure that their Pandemic Flu Operational Plans are reviewed and kept up to-date.

You will need to share these plans with your colleagues, service users, service users relatives and any relevant agencies. (remember your plans must be stored where they can be easily accessed)

All Network Services will be given a Flu Activity Suspension Log which will need to be completed when a certain operational activity can not be carried out e.g. Team meeting, staff supervision etc.



Examples of the type of information you will be asked to provide the “Response Service are:

- Details of staff rota’s
- Staff sickness and absence.
- Staff contact details
- Updates on Service users who are suffering from the flu
- Information regarding service users support plans and risk assessments.
- Contact information documented on the service Pandemic Flu Operational Plans
- Information on any Activities/ task that have been suspended due to flu pandemic.

9. When will the “Network Response Service be withdrawn?

The Response Service will be withdrawn from a Network once maximum staffing levels have been reinstated in all or a number of services.

The management of a Network will then return to its normal structure such as Contract Manager, Team Coordinators, Housing Support Coordinators, and Service Coordinators etc Network Contract Managers will then need to collect up all Flu Activity Suspension Log as these will need to be kept and discussed with LA Contract and Monitoring officers and in some cases CSSIW officers.

10. What will happen then?

A recovery plan will be put in place that will ensure that each service and Network can return to its normal day to day business.

The recovery plan will be devised by the Network Contract Manager and will address any routine tasks that have not been carried out during the pandemic(as listed on the service Flu Activity Suspension Log).

