Kent Community Health NHS

NHS Trust

Are staff unable to get to base due to an external cause such as the weather or a major traffic incident?

NO → **Have staff been denied access to, or evacuated from the building?**

NO → **Is the disruption due to a power failure?**

NO → **IT Failure?**

YES → YES → YES →

Before calling your manager try to find out how long the disruption will last. E.g. If there's been an alarm, is it a drill? In the event of a power failure, is the whole building out? Are other buildings nearby out? Has someone called the power company?

- If it's a short term disruption (up to an hour) then no further action is required.
- If the disruption is likely to be longer than 1 hour then go to next box below.

Manager to advise/approve alternative working arrangements, including working from home **provided that** staff are unable to travel to alternative base.

Please note that it may be prudent to check weather forecast and/or prevailing conditions to avoid staff being stranded if travelling to an alternative base.

Manager will advise individual staff members;

- If relocation is required (depending on available information and relevant prevailing conditions such as weather)
- If designated staff are to take over monitoring at alternative location
- If staff are to monitor from home (as a last resort because a) it means confidential information is on non-NHS/trust PC equipment and b) the Data Protection Act still applies.

Can you log on?

YES → Can you access other web pages?

NO → Contact NHS IT team on **01227 866399**

YES → Can you log on to EUNet?

NO → Contact KCC/ICES team on **01622 696084**

Staff will prioritise and contact most vulnerable patients by phone or other means to check on their health status in lieu of access to monitoring. Action as appropriate. This may include informing the relevant GP and/or community based teams/services.