



<b>POLICY INFORMATION (Policy no OP015)</b>	
<b>Subject</b>	<b>Adverse Weather Policy</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All staff of Nottinghamshire Hospice
<b>Target Audience</b>	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
<b>Date issued</b>	16 Jan 2024
<b>Next review date</b>	16 Jan 2025
<b>Lead responsible for Policy</b>	Chief Executive Officer
<b>Policy written by</b>	Governance Lead
<b>Notified to (when)</b>	Quality and Safety Committee 16 Jan 2024
<b>Authorised by (when)</b>	Quality and Safety Committee 16 Jan 2024
<b>CQC Standard if applicable</b>	Safe, Well-led
<b>Links to other Hospice Policies</b>	
<b>Links to external policies</b>	
<b>Summary</b>	This policy outlines the steps the Hospice will take to safely maintain services during adverse weather conditions, whilst properly discharging its duty of care to employees.
<b>This policy replaces</b>	N/A

#### **IMPORTANT NOTICE**

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months.

After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Governance Lead	Nov 2023	
Policy reviewed by Senior Leadership Team	Dec 2023	
Policy notified to Quality and Safety Committee	16 Jan 2024	
Policy ratified by Quality and Safety Committee	16 Jan 2024	16 Jan 2025
Updated control sheet and published on website	Jan 2024	

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<p><b>1.</b></p>	<p><b>Introduction</b></p> <p>There are regular predictive weather forecasts made by the Met office which provide details of anticipated adverse weather events. When adverse weather is predicted managers should take reasonable steps to make plans to ensure that services are maintained safely for as long as possible.</p> <p>The decisions made in the event of adverse weather will be a balance between ensuring patient care, staff safety and essential services are not compromised. The decision with regard to whether it is safe to travel to and from one's normal place of work and within the community served can only be made at the time, taking into account the particular circumstances which apply and having due regard to the prevailing traffic and weather conditions including any Met Office advice. This guidance therefore requires managers and staff to exercise responsible decision making, bearing in mind the needs of the patients and the expectations of the Hospice.</p> <p>All areas of the Hospice will have differing responsibilities in the event of adverse weather conditions.</p>
<p><b>2.</b></p>	<p><b>Policy Statement</b></p> <p>In applying the guidelines the Hospice recognises the need to safely maintain services during adverse weather conditions, whilst properly discharging its duty of care to employees. It is appreciated that many staff go to great lengths to ensure that those depending on Nottinghamshire Hospice services are able to receive them. However, employees should not put themselves at unnecessary risk and in this regard employees should use their own judgement and give due consideration to adverse weather warnings.</p>
<p><b>3.</b></p>	<p><b>Scope</b></p> <p>The purpose of this document is to provide guidance and outline the responsibilities for employees and managers for attendance at work in the event of adverse weather conditions and/or major disruptions to public transport.</p>
<p><b>4.</b></p>	<p><b>Adverse Weather Conditions Alerts</b></p> <p><b>Heat</b></p>

	<p>Heat health alert system operates from 1 June to 30 September (can operate out of season).</p> <p><b>Cold</b></p> <p>The Cold health alert system operates from 1 November to 30 March (can operate out of season).</p> <p>Both heat and cold systems are based on the Met Office forecasts and data.</p> <p><b>Flood</b></p> <p>The Environment Agency provide flood warnings and floods can occur throughout the year.</p> <p><b>Level of Action</b></p> <p><b>Green (preparedness):</b> No alert will be issued as the conditions are likely to have minimal impact on health; business as usual and summer/winter planning and preparedness activities.</p> <p><b>Yellow (response):</b> These alerts cover a range of situations. Yellow alerts may be issued during periods of heat/cold which would be unlikely to impact most people but could impact those who are particularly vulnerable.</p> <p><b>Amber (enhanced response):</b> An amber alert indicates that weather impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk. Non-health sectors may also start to observe impacts and a more significant coordinated response may be required.</p> <p><b>Red (emergency response):</b> A red alert indicates significant risk to life for even the healthy population.</p>
5.	<p><b>Responsibilities</b></p> <p><b>Chief Executive</b></p> <p>The Chief Executive is responsible for the overall safety of the Hospice, staff and patients.</p>

	<p><b>The Facilities and Maintenance Team</b> Is responsible for receiving/checking for adverse weather reports (snow, rain, flood, heat) and ensuring that SLT are informed of all alerts and national, regional and local updates. In their absence the Director of Finance and Resources will carry out this role.</p> <p><b>Senior Leadership Team</b> will consider the following:</p> <ul style="list-style-type: none"> <li>• Site safety issues for patients, staff and visitors</li> <li>• Disruption to utilities</li> <li>• Communication difficulties</li> <li>• The availability of transport</li> <li>• Shortages of supplies and demand for catering</li> <li>• Staff, patients and visitors being stranded</li> <li>• Postponing attendance at events outside of the hospice</li> </ul> <p><b>Leadership Team</b> are responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring all staff are aware of communications in relation to adverse weather</li> <li>• Supporting staff unable to get to the Hospice and unable to return home due to adverse weather</li> <li>• Staff unable to travel to patients in the community</li> </ul> <p><b>Staff</b></p> <p>If there are no specific local instructions, then employees should report that they are unable to attend for work as early as possible.</p>
6.	<p><b>Communication of Weather Alerts</b></p> <p>The Chief Executive or their Deputy will send out Communications on weather alerts via the Communications Team.</p> <p>Out of Hours this will be via the On Call Director and Clinical Lead.</p>
7.	<p><b>Staff Attendance</b></p> <p>It is the duty of all employees of Nottinghamshire Hospice to ensure that they</p>

make adequate arrangements to report to their place of work at their contracted time. However, it is accepted that there are exceptional circumstances that may affect the ability of an employee to report for duty at the given time.

Employees who expect to reach their place of work later than normal should endeavour to inform their Line Manager of their expected delay.

If that employee arrives late and the Line Manager is satisfied that the reason for lateness was the adverse weather conditions or the major disruption to transport facilities, normal payment should be made.

Line Managers should ask employees who are unable to reach their normal place of work, but can report to work elsewhere, to do so and ensure they receive their normal payment for so doing. (For example it may be possible for employees to report to their local Nottinghamshire Hospice Shop). Similarly, if employees can work from home, the same provision should apply.

Any arrangement to work from home must be authorised by Line Managers.

If adverse weather is expected and staff are planning to work from home if they cannot get into work, they should take their laptops home in preparation.

Employees who are unable to report to work should contact their Line Manager as early as possible and no payment will be made for non-attendance where alternative arrangements (e.g. working from home) have not been agreed.

Line Managers should agree one of the following alternatives:

- to take the day/days as annual leave
- to take the day/days as TOIL
- to work the appropriate extra hours
- to take unpaid leave
- to attend an additional fundraising event as appropriate.

Line Managers may authorise employees who have been able to get to work to leave earlier than the normal finishing time without loss of pay, if satisfied that the employee's home journey will present difficulty. In these circumstances, Line Managers should ensure the department is left with a satisfactory level of

	<p>cover where possible.</p> <p>When employees undertake additional shifts, either in their own or another capacity to cover absences, provision should be made for payment or TOIL. The Line Managers concerned should consult the HR Department.</p> <p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>• Be prepared to take a detour if roads are closed, follow the advice of the police and council officials</li> <li>• Carry wellington boots, a change of clothing, a blanket and bottled water in the car</li> <li>• Make sure that you have sufficient fuel to allow for delays and detours.</li> </ul> <p><b>At no time should you put yourself, your property, or your colleagues at risk</b></p>
8.	<p><b>Care</b></p> <p><b>Deployment of staff during adverse weather conditions</b></p> <p>If there are difficulties caused with staffing due to adverse weather conditions, Care Coordination will prioritise and allocate staff taking into account:</p> <ul style="list-style-type: none"> <li>• Location of staff and patient</li> <li>• If other agencies can visit</li> <li>• If Carers/family are present</li> <li>• Patient's condition</li> </ul> <p>During all adverse weather conditions staff will:</p> <ul style="list-style-type: none"> <li>• undertake appropriate home checks when visiting patients, for example room temperature, medications and food supplies, and ensure that unpaid carers are receiving appropriate advice and support</li> <li>• ensure that high-risk individuals are actively monitored during cold weather episodes, and that those most vulnerable to cold-related illnesses have visitor or phone call arrangements in place</li> </ul>



	<ul style="list-style-type: none"> <li>• Signpost vulnerable people to other sources of support (see Appendix 1)</li> </ul>
<b>9.</b>	<b>Retail</b> Shop closures will be authorised by the Area Manager or the Shop Support Manager taking into account weather forecasts and the level of action ratings.
<b>10.</b>	<b>Buildings Management</b> <ul style="list-style-type: none"> <li>• Ensure paths and steps are kept free of ice and snow and grit is applied to Car Parks</li> <li>• Monitor the temperature inside buildings and aim to keep to 18°C in patient areas</li> <li>• Prioritise maintenance of heating systems.</li> </ul>
<b>11.</b>	<b>Equality Impact Assessment</b> A full EIA has been completed.
<b>12.</b>	<b>References</b> <ol style="list-style-type: none"> <li>1. <a href="#">Adverse Weather and Health Plan UK Health Security Agency</a></li> </ol>

## Cold Weather – What Staff Can Do

Staff can signpost those vulnerable to cold weather to:

- sources of support for keeping their home warm and with [cost of living support](#), including [help to manage energy bills](#), as needed
- advice on simple measures to improve home energy efficiency and safety to reduce risks that may increase in cold weather (for example from carbon monoxide exposure) as outlined in UKHSA's [Keeping warm and well: staying safe in cold weather](#) guidance
- advise on things that can be done to find out [what's causing damp and/or mould at home and how to address it](#), where relevant – [new guidance](#) from the Office for Health Improvement and Disparities (OHID) outlines what private and social rented landlords should do to respond to damp and mould and take preventative action.