

# **Internal Emergency Plan**

**Ref PLAN-0001 v4.1**

**Status: Ratified**

**Document type: Plan**

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## 1. Purpose

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Following this plan will provide a framework for Tees, Esk and Wear Valleys NHS Foundation Trust to ensure they can provide an effective response to any internal emergencies that may occur.

## 2. Related documents

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This plan describes what you need to do to implement the Internal Emergency Plan section of the Business Continuity Plan, and should be read in conjunction with the [Business Continuity Policy](#).

Other related documents are:-

- [External Major Incident Plan](#)
- [Pandemic Influenza Plan](#)
- [Security Policy](#) – which details what to do in the event of a bomb alert and how to implement emergency building lockdown

Documents are also available on the [policies and procedures](#) section of the external website.

### 3. Procedure

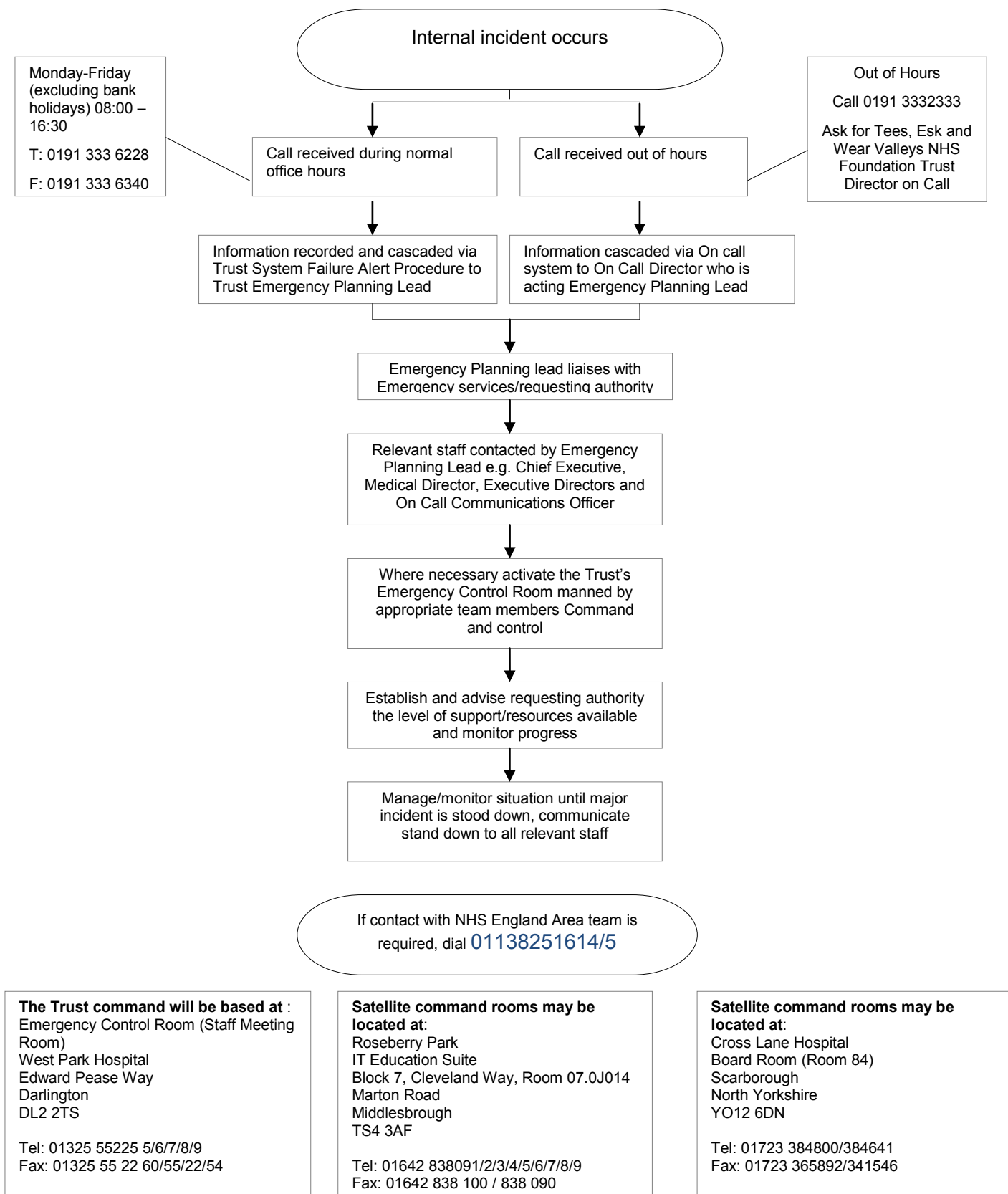
#### 3.1. Internal Incident Contacts Flowchart

In the event of an internal emergency the most senior person at the scene will assume initial control and escalate the emergency within the Trust in line with the flow chart below:-



Details of who to alert and responsibilities are contained in the action cards in section 4.

### 3.2. Internal incident process flowchart



## 4. Action Cards

### 4.1. Senior person taking charge of the incident

<b>ACTION CARD                      SENIOR PERSON TAKING CHARGE OF THE INCIDENT                      AT THE SCENE</b>
<b>ALERT:</b>
<ul style="list-style-type: none"> <li>• Emergency services where necessary.</li> </ul>
<ul style="list-style-type: none"> <li>• Other nearby premises or patients, staff and any other persons that may be affected by the incident.</li> </ul>
<ul style="list-style-type: none"> <li>• Service Manager or Out of Hours 1<sup>st</sup> On-Call Manager when safe to do so.</li> </ul>
<b>RESPONSIBILITIES:</b>
1. First and foremost ensuring the safety of patients, staff and any other persons who may be affected by the incident.
2. Request response from emergency services where necessary.
3. Cordon off any area as appropriate to ensure the safety of patients, staff and others and to preserve the scene where necessary.
4. Inform other services of potential impact where applicable.
5. Contact other services for support as required to assist in addressing the initial risks and make the situation safe.
6. Initiate any local business continuity plans applicable to the incident.
7. Contact the relevant Service Manager or On-Call Manager, when safe to do so who will decide on the level of escalation and response.
8. Continue to manage the situation and available staff until the arrival of the relevant senior manager and continue to provide support in coordinating a response to the incident.

## 4.2. Service manager/First On-Call Manager

<b>ACTION CARD</b> <b>SERVICE MANAGER / 1<sup>ST</sup> ON-CALL MANAGER</b>	
<b>ALERT:</b>	
<ul style="list-style-type: none"> <li>• Emergency services where necessary.</li> <li>• Other nearby premises or patients, staff and any other persons that may be affected by the incident.</li> <li>• Relevant Service Director or On-Call Director and 2<sup>nd</sup> On-Call Manager immediately where appropriate. If Service Director cannot be contacted contact Trust Emergency Planning Lead direct.</li> </ul>	
<b>RESPONSIBILITIES:</b>	
<p>1. On receipt of incident information from senior person at scene, contact the:-</p> <p style="padding-left: 40px;">Office Hours – Relevant Service Director or Trust Emergency Planning Lead (Tel No: 0191 333 6628 Mon-Fri 08:00am-4:30pm).</p> <p style="padding-left: 40px;">Out of Hours – 2<sup>nd</sup> On-Call Manager and On-Call Director.</p>	
2. Attend the incident location as soon as possible and allocate where appropriate a deputy to assist in coordinating responses / information back at base.	
3. Ensure all initial appropriate action has been taken to ensure the safety of patients, staff and others.	
4. Establish effective communication with all staff.	
5. Inform other services of potential impact where applicable.	
6. Liaise with emergency services at the scene where applicable and hand over control of the scene to the emergency services where applicable.	
7. Establish and maintain a safe perimeter around the incident site and consider if partial or full lockdown of premises is required See Appendix 6.	
8. Request immediate response from other services as required to assist in making the scene safe maintaining the safety of patients, staff and others.	
9. Ensure patients, carer, family members etc are kept up to date with events as necessary, dependent upon severity this may be passed to the PALS service or the Command and Control Team.	
10. Initiate any local business continuity plans applicable to the incident.	
11. Provide regular status reports to the Trust's Emergency Planning Lead or On-Call Director.	

### 4.3. Service Director

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## **ACTION CARD SERVICE DIRECTOR**

### **ALERT:**

- Trust Emergency Planning Lead if not alerted by Service Manager.

### **RESPONSIBILITIES:**

1. Maintain communication with Trust Emergency Planning Lead and Service manager at scene.
2. Ensure the CEO is updated on a regular basis.
3. Ensure the COO is updated on a regular basis
4. Ensure the Relevant NHS England Area Team has been informed if it affects them.
5. Keep a log of any actions taken



#### 4.4. Trust Emergency Planning Lead/Command and Control Team

<b>ACTION CARD</b> <b>TRUST EMERGENCY PLANNING LEAD /</b> <b>COMMAND AND CONTROL TEAM</b> <b>(DIRECTOR ON CALLOUT OF HOURS)</b>
<b>ALERT:</b>
<ul style="list-style-type: none"> <li>• Command and Control Team members where necessary.</li> </ul>
<b>RESPONSIBILITIES:</b>
1. On receipt of incident information if considered necessary declare a Trust emergency.
2. Contact Command and Control Team members and ask them to meet at appropriate Trust Emergency Control Room.
3. Bring into action Emergency Control Room and Trust Command and Control Business Continuity Plan.
4. Manage the incident and maintain communication with incident site, collate and review all information relating to the incident and invoke service Business Continuity Plans and Lockdown as necessary.
5. Maintain communication with all stakeholders.
6. Maintain an incident log.
7. Declare stand down when services have returned to normal.
8. Develop plans for a debriefing session for all key Trust staff and the emergency services.
9. Initiate a review process to identify lesson learned and areas of good practice.

## 5. The Trust Command and Control Team

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### 5.1. Based at

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Emergency Room (Staff Meeting Room)

West Park Hospital

Edward Pease Way

Darlington

DL2 2TS

**Tel:** 01325 552 255/6/7/8/9

**Fax:** 01325 552 260

### 5.2. Satellite Command Rooms

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May be located at:

Roseberry Park

IT Education Suite

Block 7, Cleveland Way

ROOM 07/OJ014

Middlesbrough

TS4 3AF

**Tel:** 01642 838 091/2/3/4/5/6/7/8/9

**Fax:** 01642 838 100 / 838 090

Cross Lane Hospital

Cross Lane

Scarborough

North Yorkshire

YO12 6DN

**Tel:** 01723 343 500

## 5.3. Membership of Command and Control Team

### 5.3.1 Command and Control Team Members

Team Role	Named Person	Deputy 1	Deputy 2
Team Leader Trust Emergency Planning / Pandemic Influenza Lead	Brent Kilmurray Chief Operating Officer 01325 55 2306 07775 541 161 <a href="mailto:brent.kilmurray@nhs.net">brent.kilmurray@nhs.net</a>	Chris Stanbury Director of Nursing and Governance 0191 333 6533 07971 020257 (w) 07799 455920 (p) <a href="mailto:Chris.stanbury@nhs.net">Chris.stanbury@nhs.net</a>	Director On Call
Nursing and Governance	Chris Stanbury Director of Nursing and Governance 0191 333 3583 07971 020257 (w) 07799 455920 (p) <a href="mailto:Chris.stanbury@nhs.net">Chris.stanbury@nhs.net</a>	Lesley Mawson Associate Director of Nursing and Governance 0191 333 6591 / 07974 222893 <a href="mailto:Lesley.mawson@nhs.net">Lesley.mawson@nhs.net</a>	Angela Ridley Head of IPC and Physical Health Care (Nursing) 0191 333 6343 07881 824564 <a href="mailto:Angela.ridley1@nhs.net">Angela.ridley1@nhs.net</a>
Infection Prevention Control PI Project Lead	Angela Ridley Head of IPC and Physical Health Care (Nursing) 0191 333 6343 / 07881 824564 <a href="mailto:Angela.ridley1@nhs.net">Angela.ridley1@nhs.net</a>	Alexia Hardy IPC and Physical Health Care Senior Nurse 01642 516435 / 07901 446 869 <a href="mailto:Alexia.hardy@nhs.net">Alexia.hardy@nhs.net</a>	Emma Jones IPC and Physical Healthcare Nurse 01642 516121 / 07917246426 <a href="mailto:e.jones7@nhs.net">e.jones7@nhs.net</a>
Operational Lead	Brent Kilmurray Chief Operating Officer 01325 552306 07775 541 161 <a href="mailto:brent.kilmurray@nhs.net">brent.kilmurray@nhs.net</a>	David Brown Director of Operations - Tees 01642 358 912 07989 307280 <a href="mailto:Davidbrown@nhs.net">Davidbrown@nhs.net</a>	Paul Newton Director of Operations – D+D 01642 837533 07717 541600 <a href="mailto:Paul.newton3@nhs.net">Paul.newton3@nhs.net</a>
E&F Lead	Rob Cowell Director of Operations EFM 0191 333 6205 07810 836460 <a href="mailto:Rob.cowell@nhs.net">Rob.cowell@nhs.net</a>	Linda Parsons Associate Director of Operational Services 0191 333 6207 / 07789504779 <a href="mailto:Linda.parsons5@nhs.net">Linda.parsons5@nhs.net</a>	Dave Turner Associate Director of Estates 0191 333 6226 07810 881 375 <a href="mailto:dave.turner1@nhs.net">dave.turner1@nhs.net</a>
Human Resource Lead	Beverley Vardon-Odonkor Head of Workforce Information and Assurance 01642 835491 07922 100179 <a href="mailto:Beverley.vardon-odonkor@nhs.net">Beverley.vardon-odonkor@nhs.net</a>	Sheila Cowan Head of Operational Human Resources 01642 516883 0778 6915439 <a href="mailto:Sheila.cowan@nhs.net">Sheila.cowan@nhs.net</a>	David Levy Director of Human Resources and Organisational Development 01642 516410 07826 874800 <a href="mailto:d.levy@nhs.net">d.levy@nhs.net</a>
Communications Lead	Angie Binns Communications manager 01325 552303 / 07796 612015 <a href="mailto:Angie.binns@nhs.net">Angie.binns@nhs.net</a>	Julie Jones Head of Communications 01325 552310 / 07788 627680 <a href="mailto:Julie.jones30@nhs.net">Julie.jones30@nhs.net</a>	Jeanette Duffy Communications Officer 01325 552023 <a href="mailto:Jeanette.duffy@nhs.net">Jeanette.duffy@nhs.net</a>
IMT and Telecoms Lead	Linda Blenkinsopp Head of Information (Operations) 01642 516288 / 07979 457601 <a href="mailto:Linda.blenkinsopp@nhs.net">Linda.blenkinsopp@nhs.net</a>	Carole Walker-Jones Head of Information - Strategic Projects 01642 283978 / 0771 7571627 <a href="mailto:carole.walker-jones@nhs.net">carole.walker-jones@nhs.net</a>	Adam Lavington Information Product Manager 0779 5221792 <a href="mailto:adam.lavington@nhs.net">adam.lavington@nhs.net</a>
Pharmacy Lead	Sue Hunter Chief Pharmacist 01642 837664 07776 245337 <a href="mailto:Sue.hunter2@nhs.net">Sue.hunter2@nhs.net</a>	Richard Morris Deputy Head of Pharmacy 01642 838250 07816 568 723 <a href="mailto:Richard.morris2@nhs.net">Richard.morris2@nhs.net</a>	Ros Prior Clinical Pharmacy Services Manager 0191 4415782 07717 727668 <a href="mailto:Ros.prior@nhs.net">Ros.prior@nhs.net</a>
Emergency Planning Lead	Nigel Packer Emergency Planning and Business Continuity Manager 07775 626866 <a href="mailto:Nigelpacker@nhs.net">Nigelpacker@nhs.net</a>	Linda Parsons Associate Director of Operational Services 0191 3336207 07789504779 <a href="mailto:Linda.parsons5@nhs.net">Linda.parsons5@nhs.net</a>	
Communications On- Call Contact	07920 297 057		

### 5.3.2 Loggist Contact Details

Team Role	Named Person	Work Tel	Email
Loggist	Kathy Alexander	01325 55 2306	<a href="mailto:kathyalexander@nhs.net">kathyalexander@nhs.net</a>
Loggist	Glynis Arkle	0191 333 6272	<a href="mailto:Glynis.arkle@nhs.net">Glynis.arkle@nhs.net</a>
Loggist	Linda Beames	01642 516440	<a href="mailto:Linda.beames@nhs.net">Linda.beames@nhs.net</a>
Loggist	Lesley Blair	01642 837533	<a href="mailto:Lesley.blair1@nhs.net">Lesley.blair1@nhs.net</a>
Loggist	Jane Chipchase	01642 516410	<a href="mailto:Jane.chipchase@nhs.net">Jane.chipchase@nhs.net</a>
Loggist	Kelly Hart	01723 384 665	<a href="mailto:Kelly.hart@nhs.net">Kelly.hart@nhs.net</a>
Loggist	Sarah Kiernan	01609 797299	<a href="mailto:Skiernan@nhs.net">Skiernan@nhs.net</a>
Loggist	Susan Meakin	01723 384 632	<a href="mailto:smeakin@nhs.net">smeakin@nhs.net</a>
Loggist	Deborah Payne	01642 516216	<a href="mailto:Deborah.payne1@nhs.net">Deborah.payne1@nhs.net</a>
Loggist	Joy Raw	01423 55 3681	<a href="mailto:Joy.raw@nhs.net">Joy.raw@nhs.net</a>
Loggist	Nicola Smuk	01642 837680	<a href="mailto:Nicola.smuk@nhs.net">Nicola.smuk@nhs.net</a>
Loggist	Pauline Tait	01642 352963	<a href="mailto:Pauline.tait1@nhs.net">Pauline.tait1@nhs.net</a>
Loggist	Sandra Walker	0191 333 3584	<a href="mailto:Sandra.walker6@nhs.net">Sandra.walker6@nhs.net</a>
Loggist	Pam Watson	0191 333 6595	<a href="mailto:pam.watson@nhs.net">pam.watson@nhs.net</a>
Loggist	Ann Wilson	01325 552077	<a href="mailto:ann.wilson10@nhs.net">ann.wilson10@nhs.net</a>
Loggist	Dawn Woods	01642 837 512	<a href="mailto:dawnwoods@nhs.net">dawnwoods@nhs.net</a>

### 5.3.3 Secretariat Contact Details

Team Role	Named Person	Work Tel	Email
Secretary	Catherine Ainsworth	0191 333 6517	<a href="mailto:Catherine.ainsworth@nhs.net">Catherine.ainsworth@nhs.net</a>
Secretary	Sue Harvey	01642 358918	<a href="mailto:Sue.harvey8@nhs.net">Sue.harvey8@nhs.net</a>
Secretary	Eileen Nixon	0191 333 6227	<a href="mailto:Eileennixon@nhs.net">Eileennixon@nhs.net</a>
Secretary	Amanda Phillips	0191 333 6554	<a href="mailto:Amanda.phillips5@nhs.net">Amanda.phillips5@nhs.net</a>
Secretary	Debi Taylor	03000 269 960	<a href="mailto:Debi.taylor@nhs.net">Debi.taylor@nhs.net</a>

## 5.4. Role of Command and Control Team

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The Command and Control Team will:

- monitor the incident response and recovery;
- provide direction to the incident site coordinator making strategic decisions and tactical decisions in response to the incident;
- ensure support from other services is provided as required;
- handle all press queries with regards to the incident and circulate communications update to other stakeholders.

## 6. Who announces the stand down of the emergency plan

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The Trust Emergency Planning lead will announce the stand down of the emergency plan.

## 7. Counseling and psychological support to staff

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- Co-ordinate via Human Resources and Occupational Health Departments following the Trust's Health at Work Policy.

## 8. Post Incident Review

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- The Trust's Emergency Planning Lead is responsible for ensuring this occurs.
- They will involve all relevant persons with the purpose of reviewing effectiveness and identifying any improvements.
- A documented report identifying any recommendations will be produced by the Trust's Emergency Planning Lead for the Executive Management Team.

## 9. Definitions

Term	Definition
Internal emergency	<ul style="list-style-type: none"> <li>• A situation which imposes an immediate risk to health, life, property or environment or has a high probability of escalating to cause these situations.</li> <li>• Can include:                             <ul style="list-style-type: none"> <li>- Major fire or flood;</li> <li>- Utility failure;</li> <li>- Severe weather conditions;</li> <li>- Security or health threat.</li> </ul> </li> </ul>
Major incident	<ul style="list-style-type: none"> <li>• Where the incident may have an impact on the local population and involves one or more of the emergency services.</li> <li>• Categorised as a major incident.</li> </ul>

## 10. Document Control

Date of approval:	3 July 2013	
Next review date:	3 July 2016	
This document replaces:	Internal Emergency Plan PLAN-0001 v4	
Lead:	Name	Title
	Nigel Packer	Emergency Planning and Business Continuity Manager
Members of working party:	Name	Title
This document has been agreed and accepted by: (Director)	Name	Title
	Rob Cowell	Director of Estates and Facilities Management
This document was approved by:	Name of committee/group	Date
	Executive Management Team	3 July 2013
An equality analysis was completed on this document on:	29 February 2012	
Amendment details:	7 May 2014 Minor update of names and telephone numbers	

## Appendix 1 – Standard Systems Failure Alert Proforma

### Standard Systems Failure Alert Proforma

#### **SYSTEM FAILURE ALERT PROFORMA**

**To:**

**From:**

**Tel No:**

**Email:**

**Date:**

**Time:**

**Incident Date:**

**Incident Time:**

**Description of Incident:**

**Description of Failure:**

**Locations / Services Impacted by Failure:**

**Resources impacted by Failure:**

Telephone: 0191 333 6228

Fax: 0191 333 6340

Email: [tewvemergencycontrolroom@nhs.net](mailto:tewvemergencycontrolroom@nhs.net)

**\*if there is no fax, telephone or email available, please contact at earliest opportunity**