

Emergency Preparedness, Resilience and Response – EPRR

2019 – Annual Report

Introduction

The purpose of this paper is to update Virgin Care on the progress of Emergency Preparedness, Resilience and Response (EPRR) work over the last twelve months. This is a contractual requirement for Virgin Care as a provider of NHS funded services, as well as being a mandatory requirement under NHS England’s EPRR Framework 2015. This report will also serve to reflect the outcome of the Annual Assurance, and its associated action plan, as well as to review progress against the Annual Work plan.

2019 NHS England Annual EPRR Assurance Assessment

To support the assurance process, BSW CCG Commissioners met with Virgin Care on the 30th September 2019 to conduct an annual assessment of their Emergency Preparedness Resilience and Response against the NHS England EPRR Core Standards. This review was undertaken as part of an agreed programme of work and progress monitoring subsequent to the Compliance outcome of the assessment undertaken in September 2018.

The table below details the evidence of compliance following the mid-year review:

Areas fully compliant for 2018/19

Generic Core Standard Sections

Section	Core Standard
Governance	Fully compliant (6/6)
Duty to assess risk	Fully compliant (2/2)

Duty to maintain plans	Partially compliant, standards 17, 18, 21 (10/13)
Command and Control	Fully compliant (2/2)
Training and Exercising	Partially compliant, standard 28 (2/3)
Response	Fully compliant (5/5)
Warning and Informing	Fully compliant (3/3)
Cooperation	Fully compliant (4/4)
Business Continuity	Partially compliant, standards 52, 53, (7/9)
CBRN	Partially compliant, standards 56, 58 (5/7)

Overall assessment:

Partially compliant

The process required the completion of NHS England's Self-Assessment Tool and the compiling of all the evidence necessary to provide the required level of assurance against the 54 Core Standards, of which all community providers are assessed nationally. Virgin Care BaNES achieved Partially Compliant. This scoring, and that for all providers was fed back to NHS England at the Local Health Resilience Partnership (LHRP) Executive Group Meeting.

As illustrated in the table above, of the 54 Core Standards, Virgin Care BaNES were fully compliant with 46 standards and partially compliant 8 standards excluding the deep dive section. This result contributed to our overall score of Partially Compliant. We were not found to be non-compliant with any of the Core Standards.

Detailed below are the areas of partial compliance and actions required to move to substantial compliance.

Core Standard 17	Mass Countermeasures The organisation has measures in place to support mass countermeasures distribution	Action: To offer mutual aid to RUH as lead responder. Email to be provided by 31/12/19. Place on work programme. To update NHS EI and BaNES CCG by 31 December 2019.
Core Standard 18	Mass Casualty Effective arrangements are in place to provide admission avoidance, accelerated discharge and staff to support Medical Treatment Teams with appropriate training.	Action: To include planning in Incident Response Plan. Provide MTT training to MIU / UCC staff. Place on work programme. To update NHS EI and BaNES CCG by 31 December 2019.
Core Standard 21	Lockdown Lockdown Plan to be finalised; in draft at present. Update actions from Lockdown workshop.	Action: Update and ensure on work programme. To update NHS EI and BaNES CCG by 31 December 2019.
Core Standard 28	Training and Exercising Strategic and tactical responders must maintain a continuous personal development portfolio demonstrating training in accordance with the National Occupational Standards, and / or incident / exercise participation.	Action: All on-call staff to attend * Internal briefing * Strategic Leadership in a Crisis * Attend an exercise (internal/external) * Maintain personal development To update NHS EI and BaNES CCG by 31 December 2019.
Core Standard 52	BCMS Monitoring and Evaluation BCMS is monitored and evaluated; a number of critical service BIAs are out of date and require monitoring.	Action: EPRR group to monitor and brief Quality Committee of areas of risk, non-compliance or good practice. Add to work programme. To update NHS EI and BaNES CCG by 31 March 2020.
Core Standard 53	Process for internal audit	Action: To request support from organisation internal audit team. Add to work

		Programme. To update NHS EI and BaNES CCG by 31 March 2020.
Core Standard 56	Telephone advice for CBRN exposure Key clinical staff have access to telephone advice for managing patients post CBRN incident	Action: Provide a briefing to staff clearly highlighting risks and telephone numbers The evidence, in my view, does not include any advice to staff
Core Standard 58	HAZMAT/ CBRN Risk Assessments Decontamination risk assessments	Action: To document risk assessments and advise staff accordingly. Maintain registers as evidence. Add to work programme. To update NHS EI and BaNES CCG by 31 March 2020

In addition to the 54 Core Standards, the EPRR Annual Assurance carried out a 'Deep Dive' which, although does not form part of the core standards or impact on the results of the assessment, is used to inform the standards for the following year.

2019's Deep Dive was in relation to Severe Weather Response. 20 standards were set of which Virgin Care BaNES were fully compliant in 17. The 3 standards we need to consider into future planning are identified below.

Deep Dive 2	Severe weather Arrangements are in place to ensure that areas that have been identified as overheating can be cooled to within reasonable temperature ranges, this may include use of cooling units or other methods identified in national Heatwave plan.	Action: Review and ensure where this occurs responsibilities are clearly laid out for reference.
Deep Dive 16	Long Term Adaptation: Risk Assess Evidence that the there is an entry in the organisations risk register detailing climate change risk and any mitigating actions	Action: Include onto local risk register.
Deep Dive 17	Long Term Adaptation: Overheating The organisation has records that identifies areas exceeding 27 degrees and risk register entries for these areas with action to reduce risk.	Action: Review recent Heatwave planning from all services and look at what went well, didn't go so well and changes required. Where this occurs, review internal processes.

2019/20 EPRR Work Plan

In line with our annual assurance meeting, a Work Plan will be developed in agreement with the CCG to provide the framework for Virgin Care BaNES rating to move to **Substantial Compliance** by the time the assessment takes place in 2020.

On-going planned and unannounced exercises will continue to take place to ensure as an organisation we have robust business continuity plans in place and our staff are aware of their role if we are required to move into business continuity.

Fliss Hudd, EPRR Lead – Virgin Care BaNES