

**TRUST-WIDE CLINICAL AND NON-CLINICAL DOCUMENT**

**HEATWAVE PLAN**

<b>Plan Number:</b>	<b>IRP01</b>
<b>Scope of this Document:</b>	<b>All Staff</b>
<b>Recommending Committee:</b>	<b>Emergency Preparedness Resilience and Response (EPRR) Group</b>
<b>Approving Committee:</b>	<b>COVID-19 Strategic Coordination Group</b>
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**2020 – Version 4**

*Striving for perfect care  
and a just culture*

## TRUST-WIDE CLINICAL AND NON-CLINICAL DOCUMENT

### Further information about this document:

Document name	<b>IRP01-Heatwave Plan</b>
Document summary	Mersey Care NHS Foundation Trust Heatwave Plan to provide an overview of actions required leading up to and during a Heatwave.
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To be read in conjunction with	<b>Major Incident Plan</b> <b>IRP00</b> <b>EPRR Policy EP01</b> <b>Use of fans SOP</b>

**This document can be made available in a range of alternative formats including various languages, large print and braille etc.**

### Version Control:

Version History:		
Version 1	EPRR/Business Continuity Group Policy Group Executive Committee	June 2016 October 2016 November 2016
Version 1.1	Updated to reflect policy template and review before 1 <sup>st</sup> June, no process change	May 2017
Version 1.2	No process change	June 2018
Version 2	Amendments following Summer 2018	September 2018
Version 3	Minor amendments – Review of action cards	May 2019
Version 4	Minor amendments – review of action cards	July 2020

## SUPPORTING STATEMENTS

this document should be read in conjunction with the following statements:

### SAFEGUARDING IS EVERYBODY'S BUSINESS

All Mersey Care NHS Foundation Trust employees have a statutory duty to safeguard and promote the welfare of children and adults, including:

- being alert to the possibility of child / adult abuse and neglect through their observation of abuse, or by professional judgement made as a result of information gathered about the child / adult;
- knowing how to deal with a disclosure or allegation of child /adult abuse;
- undertaking training as appropriate for their role and keeping themselves updated;
- being aware of and following the local policies and procedures they need to follow if they have a child / adult concern;
- ensuring appropriate advice and support is accessed either from managers, *Safeguarding Ambassadors* or the trust's safeguarding team;
- participating in multi-agency working to safeguard the child or adult (if appropriate to your role);
- ensuring contemporaneous records are kept at all times and record keeping is in strict adherence to Mersey Care NHS Foundation Trust policy and procedures and professional guidelines. Roles, responsibilities and accountabilities, will differ depending on the post you hold within the organisation;
- ensuring that all staff and their managers discuss and record any safeguarding issues that arise at each supervision session

### EQUALITY AND HUMAN RIGHTS

Mersey Care NHS Foundation Trust recognises that some sections of society experience prejudice and discrimination. The Equality Act 2010 specifically recognises the *protected characteristics* of age, disability, sex, race, religion and belief (or lack thereof), sexual orientation, gender reassignment, pregnancy and maternity and marital and civil partnership status. The Equality Act also requires regard to socio-economic factors.

The trust is committed to promoting and advancing equality and removing and reducing discrimination and harassment and fostering good relations between people that hold a protected characteristic and those that do not both in the provision of services and in our role as a major employer. The trust believes that all people have the right to be treated with dignity and respect and is committed to the elimination of unfair and unlawful discriminatory practices.

Mersey Care NHS Foundation Trust also is aware of its legal duties under the Human Rights Act 1998. Section 6 of the Human Rights Act requires all public authorities to uphold and promote Human Rights in everything they do. It is unlawful for a public authority to perform any act which contravenes the Human Rights Act.

Mersey Care NHS Foundation Trust is committed to carrying out its functions and service delivery in line with a Human Rights based approach and the FREDA principles of **F**airness, **R**espect, **E**quality **D**ignity, and **A**utonomy

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## 1. Purpose and Rationale

- 1.1 The NHS Emergency Preparedness, Resilience and Response (EPRR) Framework and Core Standards for EPRR, require providers of NHS funded care to have suitable, in date and proportionate plans in place, which detail how the Trust will respond to incidents and emergencies that would affect its services.
- 1.2 The Climate Change Act 2008 requires all statutory bodies, including health, to have robust plans in place to meet the challenges arising as a result of changing climate conditions. These changes indicate overall increasing temperature trends and that Heatwaves are likely to become a common occurrence in England with the Southern and Central regions being the most affected.
- 1.3 The UK Climate Change Projections 2018 highlight that the climate is changing. Even given strenuous efforts to limit the cause of global warming, further climatic changes are inevitable in the future. The UK needs to manage the growing risks from climate change. In order to adapt and build resilience, up-to-date information on climate change is needed to inform decision-making.
- 1.4 In one hot nine day period in southeast England in August 2003, there were nearly 2,000 extra reported deaths the majority of which occurred in the over 75 year olds and among those in care homes.
- 1.5 There is strong evidence that these summer deaths are indeed 'extra' and are the result of heat related conditions. A linear relationship between temperature and weekly mortality was observed in England in summer 2006, with an estimated 75 extra deaths per week for each degree of increase in temperature.
- 1.4 Timely preventative measures can reduce excess death rates. In contrast to deaths associated with cold weather, the rise in mortality during a Heatwave occurs very quickly and within one or two days of the temperature rising. This means that when a Heatwave starts, the window of opportunity for effective action is very short. Therefore proper preparedness is essential.
- 1.5 Whilst it is important to take appropriate precautions wherever possible to reduce the adverse effects of extreme temperatures on the well-being of service users, visitors and staff, consideration must also be given to maintaining overall security requirements. This includes ensuring that normal security, service user safety precautions, and fire precaution levels, are maintained in service delivery environments, office bases and vehicles during a Heatwave.
- 1.6 This document forms part of the overarching Mersey Care NHS Foundation Trust plan for responding to major incidents and maintaining business continuity and climate change adaption plans. It describes the actions required by Mersey Care NHS Foundation Trust to ensure it meets its responsibilities to deal with periods of excessive temperatures and to minimise potential adverse effects on service users, staff and infrastructure.

## 2. Aim

- 2.1 The aim of the plan is to ensure the Trust is in a position to respond quickly to the needs of those groups of people who are at risk of dying or their condition being made worse during periods of extreme weather changes and ensure that staff work together to reduce the risks.

## 3. Scope

- 3.1 This plan is a Trust-wide document and it applies equally to all members of staff, either permanent or temporary and to those working within, or for, the Trust under contracted services.

## 4. Definitions

Heat Health Watch	Met Office programme which runs from 1 June to 15 Sept in association with Public Health England. Designed to help health care professionals manage through periods of extreme temperature and acts as an early warning system
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## 5. Roles and Responsibilities

- 5.1 The **Executive Director of Nursing and Operations (Accountable Emergency Officer)** is accountable for:
- Ensuring that the Heat Health Watch Alerts are cascaded throughout the Trust
  - Deciding when, and in what form, command and control arrangements need to be initiated
  - Ensuring Divisional Managers are taking appropriate action to maintain continuity of service and the safety and well-being of service users, staff and visitors
  - Ensuring situation reports are prepared and the Executive Team and Board of Directors are kept informed
  - Ensuring external stakeholders are briefed
- 5.2 **Divisional Chief Operating Officers** are responsible for ensuring that:
- Plans are in place to respond to the impact of excessive temperatures
  - Ensure that inpatient areas are adequately equipped with the appropriate type of thermometers to document room temperatures.
  - Managers and team leaders are taking appropriate action to maintain continuity of service and the safety and well-being of service users, staff and visitors
  - Situation reports are produced and forwarded as appropriate
- 5.3 The **EPRR/ Business Continuity Lead** is responsible for ensuring:
- An effecting cascade system is in place.
  - Operational support is provided to the Lead Director and other Directors as required (if incident is declared)
  - Liaison with stakeholder divisional EPRR & Business Continuity Leads
  - Liaison with Communications team for the development and cascade of appropriate newsletters for staff and the public.

- 5.4 **Divisional EPRR & Business Continuity Leads** *are responsible for ensuring that:*
- Information flows are maintained
  - Divisional / Area management team action plans are supported
  - Contingencies are supported to respond to the impact of hot weather
- 5.5 The **Chief Pharmacist** , as part of the Medicines Management Business Continuity Plan, is responsible for ensuring:
- The safe storage and transporting of pharmaceutical products in the event of a Heatwave within Medicine Management Buildings
  - Providing specific advice to all clinical areas, on safe storage and transfer of pharmaceutical products in the event of a heatwave
- 5.6 The **Associate Director of Estates & Facilities** is *responsible for ensuring:*
- The safe storage and transportation of food in inpatient areas
  - Identifying any potential issues relating to excessive temperatures of food & drinks and ensuring appropriate action is taken to reduce risk.
  - Identify areas for water/cooling devices, fans, portable air-conditioning units
  - Ensure that inpatient areas with south facing windows are supported
- 5.7 The **Chief Information Officer** is responsible for ensuring as part of the Informatics Business Continuity Plan:
- That the risks to Informatics equipment which is deemed to be critical to service delivery are reduced in the event of a Heatwave.
- 5.8 The **Head of Communications and Marketing** is responsible for:
- Ensuring there is an effective cascade system for informing staff that the Heat Health Watch Alert period has started, what the preventative measures are, and the current Heat-Health Watch Alert level
  - Developing agreed information for the Mersey Care NHS Foundation Trust intranet and website.
- 5.9 All Mersey Care **clinical and non clinical staff** are responsible for familiarising themselves with the contents of this plan and ensure that should an incident occurs they will be able to activate the appropriate action card based on their capabilities and area of work.

## 6 Process

### 6.1 The 5 Levels of Response

6.1.1 Public Health England/NHS England annually produce a Heatwave Plan which requires the Met Office to operate a Heat Health Watch. The Heat Health Watch system describes 4 levels of response based on Met Office defined threshold day and night time temperatures.

<b>Level 0</b>	<b>Long-term planning – All year</b>
<b>Level 1</b>	<b>Heatwave and Summer Preparedness programme - 1 June – September</b>
<b>Level 2</b>	<b>Heatwave is forecast – Alert and readiness – 60% risk of heatwave in the next 2 to 3 days</b>
<b>Level 3</b>	<b>Heatwave Action- temperature reached in one or more Met Office National Sever Weather Warning Service regions</b>
<b>Level 4</b>	<b>Major incident – Emergency response- Central government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health</b>

#### 6.1.2 **Level 0: – Long term planning – All year**

Staff are developing systems to identify and improve resilience of high risk individuals. The Trust work in collaboration with Local Resilience Forum partners to establish joint planning activity to support community resilience.

#### 6.1.3 **Level 1: Heatwave and summer preparedness (1 June – 15 September)**

Between 1 June and 15 September, Public Health England/NHS England will issue a Level 1 alert and it will remain at Level 1 unless a higher level is triggered. The organisation is to ensure that awareness and background preparedness are maintained.

#### 6.1.4 **Level 2: Alert and Readiness**

This is triggered as soon as the Met Office forecasts that there is a 60% chance of temperatures being high enough on at least two consecutive days to have significant effects on health. This will normally occur 2–3 days before the event is expected.

#### 6.1.5 **Level 3: Heatwave action**

This is triggered as soon as the Met Office confirms that threshold trigger temperatures have been reached in any one region or more. This stage requires specific actions targeted at high risk groups. Trigger temperatures for North West England are **30°C (day time) and 15°C (night time)**.

#### 6.1.6 **Level 4: Emergency**

The decision to move to Level 4 will be taken on a national level. This is reached when a Heatwave is so severe and/or prolonged that its effects extend outside health and social care, such as power or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, illness and death will occur among the fit and healthy, and not just those in high risk groups requiring a multi sector response at national and regional levels. **Level 4 can be declared locally, regionally or nationally.**

In the event of level 4 being declared, the Cabinet Office would ensure a lead government department is nominated to coordinate the central government



response. In practice this is most likely to be the NHS England as a prolonged Heatwave is most likely to be primarily a public health issue. At level 4 a major incident would be declared and Mersey Care NHS Foundation Trust would invoke its Major Incident Plan.

## 6.2 Activation Triggers Summary

- 6.2.1 This plan will be activated when
- threshold temperatures are reached and/ or exceeded
  - The weather forecasts **60% chance** that threshold temperatures will be exceeded in any one region for **2 consecutive days**.

### Threshold temperatures for North West England

Daytime: 30°C  
Night-time: 15°C

**CAUTION: MEDICINES & VACCINES: 25°C (Room temperatures)**

### Threshold temperatures for Mersey Care NHS Foundation Trust

Internal room temperature: Daytime 25°C/ Night-time: 15°C

External temperature: Daytime: 30°C / Night-time: 15°C

**CAUTION: MEDICINES & VACCINES: 25°C (Room temperatures)**

## 6.3 Purchasing of room thermometers

- 6.3.1 Managers in ward areas should purchase and utilise the recommended type of thermometers to ensure safety of vulnerable patients.

### 6.3 Alerting Routes and Responses – Routine alerts

6.3.1 Mersey Care NHS Foundation Trust receives the routine Heatwave Planning Advice and forecast information directly from the Met Office and provides it to staff on call.

**Table 1: Met Office service and notifications**

Service	Purpose	Distribution	Timing
Heatwave warning	To provide early warning of high temperatures. The alert levels have been set with thresholds known to cause ill health from severe hot weather. They are to help ensure that healthcare staff and resources are fully prepared for hot weather periods that might impact on health and to raise awareness for those individuals who are more vulnerable to hot weather conditions.	e-mail	Alert issued as soon as agreed threshold has been reached and when there is a change in alert level. Issued between 1 June and 15 September
Heatwave planning advice	To provide advice throughout the summer period relating to high temperatures.	e-mail	Twice a week from 1 June to 15 September
National Severe Weather Warning Service (NSWWS)	To provide warnings of severe or hazardous weather that has the potential to cause danger to life or widespread disruption. These warnings are issued to: <ul style="list-style-type: none"> <li>• the public, to prompt consideration of actions they may need to take</li> <li>• emergency responders, to trigger their plans to protect the public from impacts in advance of an event, and to help them recover from any impacts after the event</li> </ul>	Email, web, SMS, TV, radio	When required
General weather forecasts	To enable the public to make informed decisions about their day to day activities	Web, TV, radio	Every day

6.3.2 On receipt of the formal notification, the alert will be cascaded in hours by Emergency Planning staff to the:

- Executive Directors
- Divisional Leads who will inform staff in their areas
- Communications Team

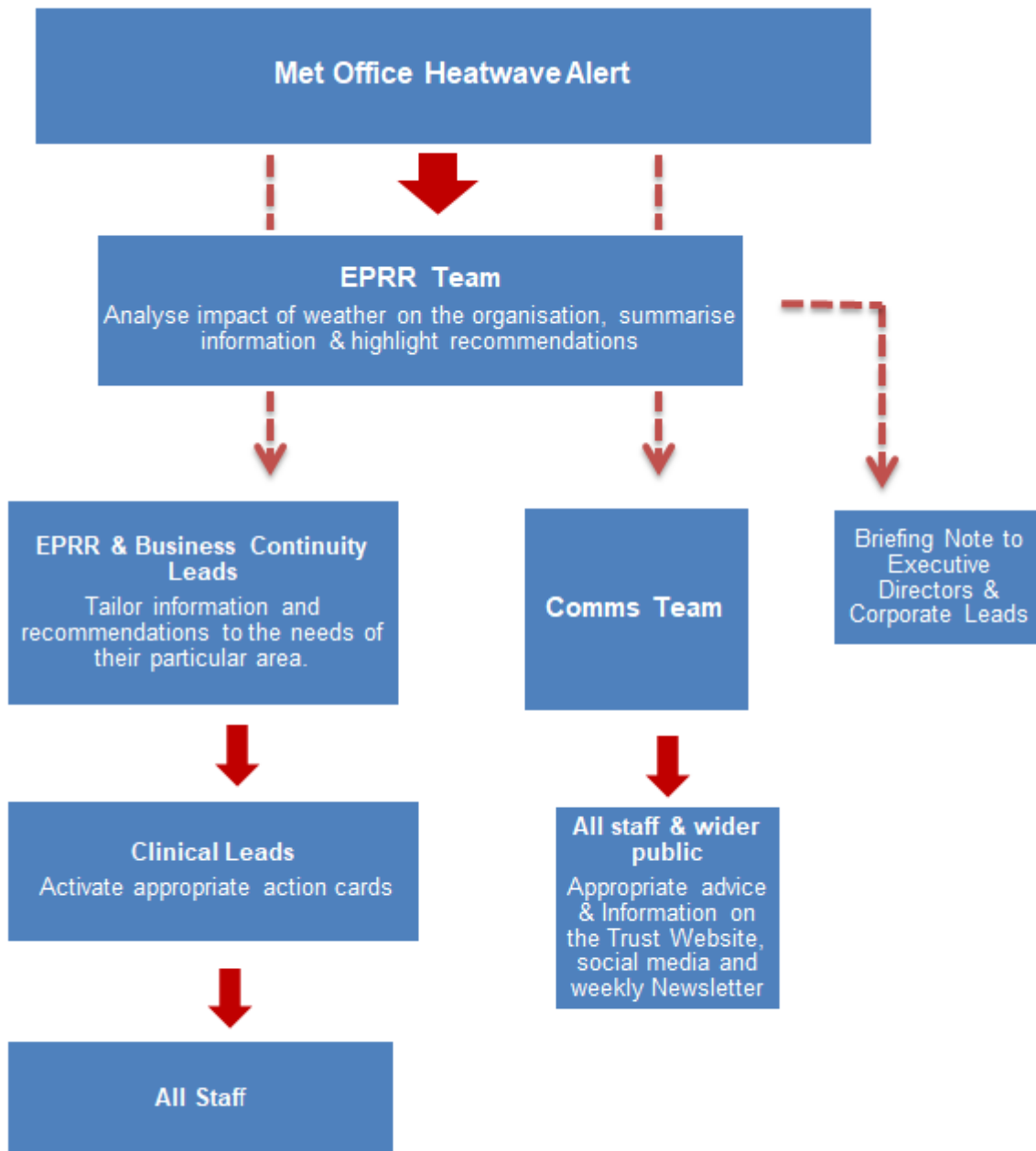
Out of hours this will be done by the Director on Call to the Divisional Managers on Call through the normal On Call structure.

6.3.3 During the Heat Health Watch period from 1 June to 15 September every year, On Call staff will monitor their emails for contact from the Emergency Planning email address to ensure Mersey Care NHS Foundation Trust is aware of any Met Office alerts and change of Heatwave level. They should also monitor the Met Office website.

6.3.4 Mersey Care NHS Foundation Trust staff will follow the actions described

in the appropriate Heatwave Action Card for the alert level.

### Internal Hot Weather Routine Alert Cascades



## 6.4. Command and Control

6.4.1 When one of the following is triggered, the Trust's command and control will be activated and arrangements will follow the response outlined in the Major Incident Plan.

### Heatwave related Critical/ Major Incident Triggers

- Heatwave alert level 4: The decision will be taken at a national level.
- The effects of the heatwave extend outside the organisations' remit (power or water shortages)
- The integrity of the organisation's ability to provide safe care is threatened

6.4.2 NHS England will lead the response and internal Incident Response Team will convene to ensure monitoring, co-ordination and suitable communications.

## 6.5 Vulnerabilities within Mersey Care NHS Foundation Trust

### 6.5.1 Risk factors that make people more vulnerable during a Heatwave

- Pregnant
- Elderly
- Children
- Chronic and severe illnesses (e.g. heart conditions, diabetes, respiratory or renal insufficiency and Parkinson's disease)
- Infections
- Medications that control electrolyte balance or cardiac function.
- Inability to adapt behaviour to keep cool (e.g. cognitive impairment, being bed bound, under the influence of drugs and alcohol)
- Severe mental illness and learning disabilities
- South facing top accommodations
- Secluded in poorly or inadequately ventilated rooms

### 6.5.2 The Impact of Extreme Heat on Food and Pharmaceutical Products

- Food storage in inpatient areas may be adversely affected by increasing temperatures during Heatwaves.
- Most pharmaceutical products are heat sensitive and start to degrade if stored at higher than room temperature (usually 25°C).
- Some products may have specific issues relating to excessive temperatures (e.g. insulin)

### 6.5.3 The Impact of Extreme Heat on Information Technology and Telephone Equipment

There is increased risk of IT server and Telecommunications systems overheating with subsequent disruption to email and telecommunication during Heatwaves.

## **7. Consultation**

7.1 The following Trust representatives have been consulted in the development of this plan:

- (a) Executive Director of Nursing & Operations
- (b) Director of Patient Safety
- (c) Head of Risk and EPRR.
- (d) Key stakeholders represented via EPRR working group
- (e) COVID-19 Strategic Coordination Group
- (f) COVID-19 Tactical Coordination Groups.

## **8. Training and Support**

8.1 Training will take place on a regular basis for those likely to be called on to lead the Trust's response at Corporate, Divisional and Department levels. Operational training will be defined by agreement with the departmental managers and exercises held to familiarise them with the content of the respective plans.

8.2 To verify that personnel have been made aware of heatwave related issues, and to validate that the plan is effectively embedded across the organisation, a series of exercises will be conducted periodically.

8.3 The Head of Risk and EPRR will be responsible for coordinating and overseeing the training as well as maintaining training and exercise records.

## **9. Monitoring**

9.1 Characteristics of the heatwave plan will be monitored and analysed where appropriate.

9.2 Monitored information includes:

- (a) Number of incidents that have invoked a formal response.
- (b) Number of exercises completed (to help ascertain the comprehensiveness).
- (c) The Executive Director of Nursing & Operations will provide assurance that effective arrangements are in place to the Board of Directors and NHS England as part of the annual self assessment on the EPRR Core standards.

## 10. References

- 10.1 **Heatwave Plan for England 2018 – Published by PHE & NHS England**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/711503/Heatwave\\_plan\\_for\\_England\\_2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711503/Heatwave_plan_for_England_2018.pdf)
  
- 10.2 **Supporting vulnerable people before and during a heatwave – Advice for health and social care professionals**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/429627/Heatwave-Advice\\_for\\_Health\\_Professionals.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/429627/Heatwave-Advice_for_Health_Professionals.pdf)
  
- 10.3 **Supporting vulnerable people before and during a heatwave – Advice for care home managers and staff**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/429600/Heatwave-Care\\_Home\\_Managers.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/429600/Heatwave-Care_Home_Managers.pdf)
  
- 10.4 **Beat the heat: staying safe in hot weather**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/731044/2018\\_Beat\\_the\\_Heat\\_Leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/731044/2018_Beat_the_Heat_Leaflet.pdf)
  
- 10.6 **The Met Office**  
<https://www.metoffice.gov.uk/>
  
- 10.7 **The Met Office Heat Health Watch System**  
<https://www.metoffice.gov.uk/public/weather/heat-health/#?tab=heatHealth>

### Action Card 1 – Medicines Management Teams

Action (Preparedness & Action – 1 June – 15 September – All alert levels)	✓
Ensure that medicines are stored safety	
Complete fridge and room temperature checks 3 times a day in the Medicines Management Building(s)	
Ensure that specific advice is readily available for the storage and transfer of pharmaceutical products including actions required if recommended temperature range exceeded	
Ensure that backup options have been identified to support the safe storage of medicines in the event of fridge malfunctions in clinical areas.	

### Action Card 2 – EPRR & BC Leads

Action (Preparedness & Action – 1 June – 15 September – All alert levels)	✓
Obtain up to date information published by PHE, NHS England and Met office regarding hot weather.	
Ensure that an effective cascade system is in place for informing and alerting staff of hot weather alerts and advice.	
Analyse the content of alerts received and assess the impact to the organisation	
Cascade the information received and highlight concerns stemming from risk assessments.	
Liaise with communications team for the preparation and publication of staff alerts related to hot weather via intranet & weekly communications letter.	
Be part of the Incident Response Team as appropriate.	

### Action Card 3 – Estates & Facilities

<b>Action</b> <i>(Preparedness &amp; Action – 1 June – 15 September – All alert levels)</i>	✓
Ensure that food in inpatient areas is safely stored and transported	
Identify issues relating to excessive temperatures of food & drinks and ensure appropriate action is taken to reduce risk.	
Identify areas for water/cooling devices, fans, portable air-conditioning units	
Ensure that any temporary cooling devices, fans, portable air-conditioning units are: <ol style="list-style-type: none"> <li>1. clinically risk assessed, in accordance with 'Use of Fans SOP'</li> <li>2. have cleaning schedules/arrangements in place</li> <li>3. are compliant with Infection Prevention requirements</li> </ol> PRIOR to ordering/installation	
Support inpatient areas with shading south facing windows	
Support the ventilation of wards eliminating health risk, discomfort, fire or security problems	



#### Action Card 4 – Team Managers in community teams

<b>Action</b>	✓
<b>Level 1 Considerations for preparedness (1 June – 15 September)</b>	
Ensure access to Met Office Heatwave Alerts	
Identify appropriate services to signpost vulnerable patients living in the community	
Ensure Business Continuity Plans are up to date	
<b>Level 2 Alert: Heatwave is forecast – Alert and readiness – 60% risk of heatwave in the next 2 to 3 days</b>	
Consider and risk assess the information cascaded by the Head of Risk & EPRR and Communications team	
Review surge capacity	
Collate and maintain a list of practicing Muslims during Ramadan.	
Collate and maintain a list of the most vulnerable from hot weather patients living in the community	
Include hot weather concerns in team meetings/ safety huddles	
Ensure care coordinators and support workers know how to obtain and distribute “Beat the Heat” leaflets related to protection from heatwaves	
Seek and cascade specific advice for the safe transportation of pharmaceutical products	
<b>Level 3 Alert: Heatwave Action- threshold temperature reached</b>	
Arrange for vulnerable patients to receive a daily visit/phone call by a formal or informal carer – consider visits to those living on their own and without the contact of a daily carer	
Ensure that staffing levels are sufficient to cover the anticipated heatwave period and make provision for surge capacity	
Activate the list of vulnerable patients to ensure that they receive a daily visit or phone call by a formal or informal carer	
Consider a welfare check for community patients that did not collect their medication	
<b>Level 4 Alert Major incident – Emergency response</b>	
Stop non-essential activities and instruct daily contact with patients at risk.	
Implement daily visits for those living on their own and without the contact of a daily carer to ensure protective measures are in place and there is access to cold drinks	
Contribute to the command and control in operation within Merseyside or Lancashire as appropriate and as required.	
Ensure vehicle safety by: <ul style="list-style-type: none"> <li>• Parking in the shade and utilising sun screens</li> <li>• Opening doors and windows for a few minutes before driving off to allow built up heat to escape</li> </ul>	

## Action Card 5 – Community Care coordinators/ support workers / Community teams

<b>Action</b>	✓
<b>Level 1 Considerations for preparedness (1 June – 15 September)</b>	
Identify people who are at particular risk from extreme heat, identify any changes to care plans, work with individuals and give advice (i.e. open window)	
Identify workload practicing Muslims during Ramadan and ensure the information is given to team manager.	
<b>Level 2 Alert: Heatwave is forecast – Alert and readiness – 60% risk of heatwave in the next 2 to 3 days</b>	
Ensure that “Beat the Heat” leaflets related to hot weather are distributed to patients in the community	
Check that patients/ service users’ homes can be ventilated without causing health risk, discomfort, fire or security problems	
Where individual households are identified as being at particular risk from hot weather make sure to alert your manager for signposting	
Encourage individual patients to wear light and loose fitting cotton clothing	
Seek specific advice for the safe transportation of pharmaceutical products	
<b>Level 3 Alert: Heatwave Action- threshold temperature reached</b>	
Regularly monitor body temperature, heart and respiration rates, blood pressure and hydration levels in vulnerable patients	
Ensure “Beat the Heat” leaflets have been distributed to vulnerable people	
In discussion with team manager, prioritise current caseload and identify what nonessential activities could cease (see Business Continuity Plans)	
Suggest people at particular risk consult their GP about possible changes to their treatment and/or medication	
Repeat messages on protective measures to patients and carers	
Suggest vulnerable patients move into cool rooms	
Record all weather related incidents on Datix/ Ulysses or Pacis (as appropriate)	
<b>Level 4 Alert Major incident – Emergency response</b>	
Stop non-essential activities and commence daily contact with patients at risk.	
Repeat messages on protective measures to patients and carers, including messages on signs and symptoms of specific heat related illnesses	
Advice social care or informal carers to contact the GP if there are concerns about the patients health	
Implement daily visits for those living on their own and without the contact of a daily carer to ensure protective measures are in place and there is access to cold drinks	
Ensure vehicle safety by: •Parking in the shade and utilising sun screens •Opening doors and windows for a few minutes before driving off to allow built up heat to escape	

Review uniform policy in liaison with team manager	
<b>Action Card 6 – Ward Managers / Modern Matrons</b>	
<b>Action</b>	✓
<b>Level 1 Considerations for preparedness (1 June – 15 September)</b>	
Ensure access to Met Office Heatwave Alerts	
Consider and risk assess the information cascaded by the Head of Risk & EPRR and Communications team	
Collate and maintain a list of practicing Muslims during Ramadan. Ensure practitioners are aware of them.	
Identify people who are at particular risk from extreme heat, identify any changes to care plans and promote the implementation of protective measures	
Ensure Business Continuity Plans are up to date	
<b>Level 2 Alert: Heatwave is forecast – Alert and readiness – 60% risk of heatwave in the next 2 to 3 days)</b>	
Identify south facing windows and liaise with Estates should they require shading.	
Risk assess wards can be ventilated without causing health risk, discomfort, fire or security problems and liaise with estates team, H&S team and security lead for their resolution.	
Maintain a record of room temperatures within the ward.	
Identify and keep a record of cool rooms or cool areas that can maintain a temperature of 25°C or below	
Confirm operation and the resilience of cooling equipment so there is no risk of system failure through overheating – Liaise with estates team.	
Supply water to patients in seclusion and ensure blind override	
<b>Level 3 Alert: Heatwave Action- threshold temperature reached</b>	
Ensure that staffing levels are sufficient to cover the anticipated heatwave period and make provision for surge capacity	
Identify what nonessential activities could cease	
Ensure that cool rooms are ready and consistently at 25°C or below and identify naturally cooler rooms	
Seek specific advice for the safe storage of pharmaceutical products	
Record fridge temperatures in clinical rooms.	
<b>Level 4 Alert Major incident – Emergency response</b>	
Stop non-essential activities and commence daily contact with patients at risk.	

Contribute to the command and control in operation within Merseyside or Lancashire as appropriate and as required.	
Repeat messages on protective measures to patients and carers, including messages on signs and symptoms of specific heat related illnesses	
In consultation with facilities offer alternative cold/ lighter meals menus	
Implement temperature measuring and recording four times a day monitoring and minimising temperatures in all patient areas and take action if temperature is a significant risk to patient safety	
Consider moving vulnerable patients into cool rooms	
Consider moving Hospital visiting hours to mornings and evenings to reduce afternoon heat from increased numbers of people	
Make the most of cooling buildings at night with cross ventilation	
Ensure that discharge planning includes the distribution of "Beat the Heat" leaflet	
Review uniform policy	

## Action Card 7 – Clinical Staff in inpatient areas

<b>Action</b>	✓
<b>Level 1 Considerations for preparedness (1 June – 15 September)</b>	
Identify people who are at particular risk from extreme heat, identify any changes to care plans, work with individuals and give advice (i.e. open window)	
Be aware of practicing Muslims who celebrate Ramadan during hot weather	
Check that patients/ service users' homes can be ventilated without causing health risk, discomfort, fire or security problems	
<b>Level 2 Alert: Heatwave is forecast – Alert and readiness – 60% risk of heatwave in the next 2 to 3 days)</b>	
Check that individual patients have light, loose fitting cotton clothing to wear and encourage wearing in the event of a Heatwave	
Ensure room temperatures are taken regularly	
Identify south facing windows and liaise with Estates should they require shading.	
Identify practicing Muslims during Ramadan and ensure the information is given to team manager.	
Record indoor temperatures 2 times a day. Notify a manager if the temperature exceeds 25°C	
Monitor medicine fridges' temperatures and notify a manager of any malfunctions.	
Confirm operation and the resilience of cooling equipment so there is no risk of system failure through overheating – Liaise with estates team	
Supply water / cooling drinks to patients regularly	
Seek specific advice for the safe storage of pharmaceutical products	
<b>Level 3 Alert: Heatwave Action- threshold temperature reached</b>	
In liaison with line manager prioritise and identify what nonessential activities could cease	
Open windows if appropriate.	
Ensure all ventilation (mechanical and electrical) is turned on & in working order	
Ensure seclusion hatches are open if appropriate and observed at all times.	
Make use of the electric blinds/curtains to block the heat from the sun.	
Offer chilled drinks and fluids regularly	
Ensure regular availability of cool damp facecloths and fresh towels.	

Utilise opportunities to clean and freshen room on regular basis.	
Offer as much access to fresh air, access to baths and showers, and social contact as clinical presentation allows.	
Ensure staff have regular breaks and cool drinks available	
Identify if areas on the ward/unit are cooler and utilise for patients and staff	
Use of sun cream to prevent sunburn, as advised by Pharmacy.	
Complete necessary risk assessments	
Record all incidents on Datix/ Ulysses or Pacis (as appropriate)	
<b>Level 4 Alert Major incident – Emergency response</b>	
Stop non-essential activities and instruct daily contact with patients at risk.	
Record and maintain room temperatures	
Ensure medication fridge temperatures are monitored.	
Ensure your vehicle safety by: <ul style="list-style-type: none"> <li>• Parking in the shade and utilising sun screens</li> <li>• Opening doors and windows for a few minutes before driving off to allow built up heat to escape</li> </ul>	

## Appendix A: "Beat the Heat" Poster



# Beat the Heat

### Keep in touch



Look after yourself, older people and the young



Listen to the weather forecast and the news



Plan ahead to avoid the heat

### Keep well



Drink plenty of fluids and avoid excess alcohol



Dress appropriately for the weather



Slow down when it is hot

### Find somewhere cool



Know how to keep your home cool



Go indoors or outdoors, whichever feels cooler



Cars get hot, avoid closed spaces

### Watch out



Be on the lookout for signs of heat related illness



Cool your skin with water, slow down and drink water



Stay safe when swimming



Get help. Call NHS 111 or in an emergency 999

For more information go to [www.nhs.uk/heatwave](http://www.nhs.uk/heatwave)

PHE publications gateway number: 2016071

### Appendix B – Room Temperature Checklist Template

Room Temperature Checklist Template

WARD/ AREA:

Room	Checked by (initials)	Time	Room Temperatures °C <i>(please replace numbers with identifiable room names)</i>									Action required / notes	Action Completed (date)	Line manager (initials)
			1	2	3	4	5	6	7	8	9			
Monday / /		am												
		pm												
Tuesday / /		am												
		pm												
Wednesday / /		am												
		pm												
Thursday / /		am												
		pm												
Friday / /		am												
		pm												
Saturday / /		am												
		pm												
Sunday / /		am												
		pm												



**Appendix C – Fridge Temperature Checklist Template**

Community and Mental Health Services

Fridge Temperature Checklist Template

WARD/ AREA:

Date of check	Checked by (initials)	Time	Fridge Temperatures °C						Action required / notes	Action Completed (date)	Line manager (initials)
			1	2	3	4	5	6			
Monday / /		am									
		pm									
Tuesday / /		am									
		pm									
Wednesday / /		am									
		pm									
Thursday / /		am									
		pm									
Friday / /		am									
		pm									
Saturday / /		am									
		pm									
Sunday / /		am									
		pm									