

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	✓	✓	x	✓	✓	✓	✓

# P11 POWER FAILURE

## POLICY

To ensure staff are fully aware of the correct procedure to follow should a power failure occur.

## PROCEDURE

Power cuts can have a dramatic effect on service delivery and the health and safety of service user, staff and visitors.

The following advice and tips may be of some use:

### Ascertaining timescales of power failure

1. As soon as a power failure occurs, us suspected ascertain whether it is localised (one section of the building) or the whole building.
2. If it is localised it may possibly be a tripped circuit breaker either reset it or if this does not work report it to Facilities Management help desk Monday – Friday 01228 221106 (24 hrs), weekends and Bank holidays 01228 511061 or the registered landlord.
3. If you have no electricity, your supply is disrupted in any way, or in case of emergency, **please contact your supplier (Contact details can be found in your emergency plan / box).**
4. Dependent on the volume of calls to the Help Line there may be a pre-recorded message detailing what areas are affected and a time when power is expected to be restored. Please note this expected time as this may be the only information available.

### Consequences of power failure

1. Initially the first apparent effect of a power failure is lack of lighting.
2. All care homes have emergency lighting. These emergency lights are designed to give a maximum of 3 hours lighting, and the lighting will be significantly less than normal, but will provide sufficient background light.
3. Dependent on what time of day and the estimated duration of the power failure it is important to be aware that you only have 3 hours of lighting via the emergency lights as these automatically switch on (even in daylight).

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4. If the duration of the power failure is in excess of 3 hours it is important to plan to run the building with no lighting and worse case scenario during hours of darkness. (Note, acquiring an emergency generator will not have sufficient benefits as it will not be able to be connected into the existing circuit. At best it may provide 1 to 2 lights to an entrance area).
5. Ensure that the building has adequate numbers of hand held torches and / or lantern type torches including spare batteries (batteries may only last a couple of hours). Previous experience has shown that limited illumination of corridors could be achieved by placing a lantern type torch on the floor at the end of the corridor shining the length of the corridor.
6. Each member of staff on duty should have a hand held torch for personal use and for service delivery. **For larger establishments, please make sure you have enough torches available.**
7. Call bells rely on mains electricity and will be out of use for the duration of the failure. More frequent checks will need to be carried out to the service users, to ensure their safety and comfort.
8. Fire alarm systems will not function during a power failure, increased vigilance will be required.
9. The heating system will shut down in the event of a power failure. Previous experience has shown that buildings retain their heat for a significant period (temperatures of 19C were recorded 24hours into the 2005 cuts). It is important to conserve the heat by not opening windows and ensuring all external doors are only opened as required.
10. Most buildings have hot water stored in the boiler house. This hot water relies on a pump to circulate it around the building. It may be possible to draw some hot water by running the hot water tap for an extended period but this will soon deplete the stored capacity and it will not be re heated until power is restored. Please do not waste hot water during this time.
11. The majority of Cumbria Care buildings have gas for catering. In most instances electric power failure will mean no gas to the ranges and ovens.
12. Freezers should not be opened, as this will severely reduce the amount of time the contents will remain frozen.

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13. Feature net phones will not work during a power failure. Pay phones will still operate. All homes should have a free standing (ordinary) telephone available to plug into the office phone socket.
14. Specialist medical devices will not work e.g. airflow mattresses and oxygen generators. Guidance on the use of specialist equipment during a power failure should be detailed on the risk assessment.
15. **In the event of a power failure, none of the security doors will work. Increased vigilance will be required. A general risk assessment needs to be completed for this and stored in the emergency box with your local plan.**
16. **Lifts will not work when power is off. More frequent checks will be needed for clients on upper floors. Risk assessments to be completed and stored in the emergency box.**

### **Service delivery during power failure**

1. To a certain extent normal service delivery can be maintained during daylight hours but significant planning needs to take place if the period is expected to go into hours of darkness.
2. Dependent on the duration of the power failure, meals within the home alternative provision will need to be sought e.g. neighbouring homes, local take away. This can be paid for through petty cash.
3. There may be a need for increased staffing if the power cut is prolonged.
4. **Long term power failures (over 24hours) need to be discussed with Facilities Management for an alternative solution. Operations Manager and or the On Call Manager informed.**

### **ACTIONS**

1. Contact Operations Manager or on call manager if out of office hours.
2. Agree contactable phone number (mobile or pay phone) so communication can be maintained at all times.
3. Notify Care Quality Commission (Registered establishments only).

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4. When power is restored, check the boilers, heating and fire alarms are working. If not contact help desk / Landlord to arrange for checks as soon as possible.

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