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Business Continuity Plan

This plan is reviewed and exercised annually

Document history

Date	Version	Action	Amendments
04/07/2011	V.1		
05.08.2014	V.2		
24.07.2017	V.3		
15.02.2019	V.4		
23.03.2020	V.5		
25.01.2025	V.6		

Membership of the development / review team

The following people were involved in developing this document:

Name	Designation
Phil Sayers	General Manager
Kimberley Adams	Managing Director

The document was circulated to the following individuals for comments

Name	Designation
Vivek Srivastava	Medical Director
Elizabeth Perrett	Patient Administration Manager

Distribution list

Department	Name	Date
Admin	Liz Perrett	27.01.2025
Admin	Kimberley Adams	27.01.2025
Admin	Phil Sayers	27.01.2025
Clinical	Vivek Srivastava	27.01.2025

Storage

The up-to-date copy of this document is held in Company Server /C/Admin_

Contents

1 INTRODUCTION

The scope for this business continuity plan is to ensure that LHM Healthcare can continue to provide services in case of disruption or interruption.

This document covers recovering procedures for LHM Healthcare (LHM)

1.1 Roles and responsibilities

When an incident has occurred that will affect LHM's provision of services, we will contact Barts Health NHS Hospital Trust and James Paget University Hospital Trust.

When a **major incident** has been declared in Waltham Forest the Managing Director will report directly to Barts Health NHS Trust. All ad hoc requests for decisions, assistance with facilities, acquiring outside services etc will be directed to the Managing Director.

It will be the responsibility of the Managing Director to ensure that staff are informed of the incident and what, if any, actions they should take.

The Managing Director will be responsible for the successful implementation of this plan.

1.1.1 Primary site:

London Hyperbaric Medicine HBU
Whipps Cross Hospital
Leytonstone E11 1NR

Tel: 020 8539 1222

1.1.2 Backup site:

James Paget University Hospitals NHS Foundation Trust
Lowestoft Road, Gorleston,
Great Yarmouth, Norfolk, NR31 6LA

Tel: 01493 452452

Scope and objectives

LHM Healthcare Ltd. provides emergency and elective Hyperbaric Oxygen Therapy for NHS England and private patients.

2 CONTACT DETAILS

See Above

2.1 BCP team leader details

Name & title:	Work no:	Home no:	Mobile no:
Phil Sayers General Manager	020 8539 1222	01787 237 562	07736 898 040

2.2 Essential staff details

Name & title:	Work no:	Home no:	Mobile no:
Clinical Lead Dr. Pieter Bothma	01493 452 452 (Dept of Anaesthetics)	01493 661 571	07736 898040
Patient Admin Manager Liz Perrett	0208 539 1222		07950 279342
Kimberley Adams Managing Director	0208 539 1222		07792 225370
Senior Nurse Manager Vindra Swanscott	0208 539 1222		07939 543869
Senior Supervisor Steve McKenna	0208 539 1222		07966283271
Wayne Ford Supervisor	0208 539 1222	01277 375 948	07950 166004
Dr Neil Rice Depty. Medical Director	0208 539 5522 (Dept of Anaesthetics)		07956 503757
Neil Savage	01493 452 452		07721 736688
Tony Graham	01493 452 452		07802 744622
Helena Tedstone	01493 452 452		07940 514619

3 SCENARIO 1

Loss or denial of access to building

3.1 Recovery Procedure

We may need to temporarily relocate the Hyperbaric facility to Great Yarmouth, by re-directing emergency and elective admissions to the appropriate telephone number.

3.2 Recovery time objective (RTO)

Depending on the nature of the incident, we would endeavour to have the Hyperbaric service operational within hours of the disruption happening. Max down-time 24 hours.

3.3 Recovery location

The recovery location would again be dependent on the nature of the incident. A mobile, containerised, treatment Unit can be delivered and installed within 72 hrs if needed.

3.4 Dependencies

All our dependencies would be contacted and informed of the situation.

3.5 Other considerations

We will need to consider NHS contractual requirements in conjunction with the host hospital and NHS London Specialist Commissioning Team.

3.6 Recovery steps

Inside working hours				
No	Action	Carried out within (D=days, H=hours)	Responsibility	Signed and noted when action completed
1	Inform key LHM staff and management. Contact WX liaison officer to discuss and arrange actions.	12	General Manager Philip Sayers	Time:
2	Arrange an emergency core Staff meeting to discuss and Coordinate all necessary actions with core team members	24	Patient Admin Manager Liz Perrett	Time:
3	Contact WX-Estates Manager if alternative space/rooms required.	24	Phil Sayers	Time:
4	Contact current patients and referring agencies to advise on the situation and possible postponement of treatments and possible alternative arrangements.	24	Patient Admin Manager Liz Perrett	Time:
5	Contact alternative treatment centres and inform referring agencies of possible down-time.(Navy / Coastguard)	24	Lead Supervisor	Time:
6	Inform Host hospital Clinical	24	Lead Clinician / Deputy	Time:

	Lead of possible impact on services and cooperation		Dr Vivek Srivastava	
7	Arrange short term arrangements for re-instatement of emergency services and contact suppliers	24	Philip Sayers	<i>Time:</i>
8	Contact Insurance brokers	24	Philip Sayers	<i>Time:</i>
9	All following steps will depend on the nature of the loss or denial of access to the building/treatment rooms.			<i>Time:</i>
10				<i>Time:</i>

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Outside of working hours				
Alarm set off				
BH Security	Contact Duty Supervisor and Barts Health Security		T: 0208 539 5522 T: 07999 292 999	
Key holders:				
Name	Position in company	Keys held:	Tel	
1.	Barts Health Security	Keys held: 1	T: 0208 539 5522	
2.	Duty Hyperbaric Physician	Keys held: 2	T: 07736 898066	
3.	Duty Supervisor	Keys held: 3	T: 07999 292 999	
4	Patient Admin Manager	Keys held: 1	T: 07950 279 342	
5	General Manager	Keys held: 1	T: 07736 898 040	