

Winter care continuity workbook

Editable planning and exercise records for adult social care in England

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Prepare your service to make clear decisions when winter disrupts visits, staffing, heating, power or records. This workbook helps a manager document local responsibilities, test one scenario and review what happened. It complements the service's existing business continuity plan. It is not a complete emergency plan or clinical protocol.

Make it fit the service

Setting	Planning boundary to clarify
Homecare	Which visits are time critical, who reviews delays and how alternatives are agreed.
Supported living	Which matters belong to the person, care provider, landlord or another service.
Residential care	Who manages building, staffing and care continuity responsibilities.

How to use the workbook

- Before winter: assign responsibilities and check contacts against a realistic disruption.
- Before an alert: review the current UKHSA action card and the local risk assessment.
- During disruption: record decisions, uncertainties, communications and reassessment times.
- Afterwards: check actual outcomes, unresolved risk and improvements.

UKHSA's guidance is setting specific. Use its current Cold Health Alert advice alongside local arrangements. Alert colours do not replace individual assessment or professional judgement. Do not wait for an alert before responding to an immediate concern.