

# Building resilience and business continuity in care

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- Challenges for the market and responding to changes
- Business continuity and resilience
- Proactive support from WSCC and partners
- Reactive response
- Signposting and ongoing supportive work

# What do we mean by resilience and continuity?



*“the ability of an organisation to maintain and restore critical operations in the face of disruption, while learning and evolving from events.”*

How your team can keep things going when stuff goes wrong, fix things up when they're broken, but also learning from what's happened so you can get stronger afterwards.

- **Anticipation**
- **Preparedness**
- **Response & adaptation**
- **Learning & recovery**

# Practical Strategies



Risk and Business Continuity Planning Monitor, review and learning from (BCP) events

Supplier resilience Risk mitigations in place

Workforce continuity strategies, Testing these strategies out to check workforce development and planning they work for your unique service

Operational flexibility and infrastructure resilience

Know the support available to you from WSCC and other partners

Communication and governance

# Support from WSCC and partners



- Oversight and information sharing
- Provider engagement
- Great Care Employer
- Business continuity support to providers with high proportion of overseas sponsored care workers
- Support for providers with regulatory action
- Sharing common challenges with WSPIC to inform support offer (webinars, toolkits etc)
- Business continuity support
- Information for people in their own home to prepare for emergencies

# Thank You



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