

Heatwave Plan for Solihull Metropolitan Borough Council 2018

Protecting health and reducing harm from
severe heat and heatwaves in Solihull

For specific action cards for your service please refer to page: 35 - 39

OFFICIAL

Ownership & Responsibility

The document remains the property of the Coventry, Solihull and Warwickshire (CSW) Resilience Team for Solihull Metropolitan Borough Council.

The CSW Resilience Team is responsible for the drafting, issuing, continuous reviews, maintenance and updating of this document.

Address:	CSW Resilience Team Public Health Solihull Council House Manor Square Solihull West Midlands B91 3QB
Tel:	0121 704 6032
Fax:	0121 704 8309
Email:	cswcswrt@warwickshire.gov.uk

Document Version Control Table

Document Title	Solihull Metropolitan Borough Council Heatwave Plan Version 3.1
Date Published	June 2018
Document Review Date	May 2019
Cross Reference	PHE Heatwave Plan for England
Author	Sarah Barnett, CSW Resilience Officer, Coventry, Solihull & Warwickshire Resilience Team

OFFICIAL

Contents

Plan Activation	4
Associated Plans & Documents.....	4
Glossary of abbreviations.....	4
Aim	5
Objectives.....	5
Introduction	5
At Risk Groups.....	6
National Heat-Health Watch System	7
Distribution of Heatwave Alerts	8
Figure 1: Severe Weather Warning Cascade for Solihull MBC.....	9
Roles & Responsibilities at each level	10
Level 0 Responsibilities	11
Level 1 Responsibilities	12
Level 2 Responsibilities	13
Level 3 Responsibilities	14
Level 4 Responsibilities	15
The Impacts of heatwave on other sectors.....	16
Appendix 1: E-mail Alert Template.....	17
Appendix 2: Level 1 Alert External Messages	18
Appendix 3: Level 2 Alert External Messages	22
Appendix 4: Level 3 Alert External Messages	27
Appendix 4: Solihull Partner Agency Communications during a Heatwave	34
Appendix 5 – Action Cards by Service Area 5.1 CSW Resilience Team Action Card.....	35
5.2 Public Health Action Card	36
5.3 Managed Growth and Communities (namely Adult Care and Support, Children and Education) Action Card	37
5.4 Communication Team Action Card	38
5.5 District Nursing and Health Visitor Team Acton Cards.....	39
Appendix 6 Heatwave Checklist for Care at Home Providers.....	40
Appendix 7 Heatwave Checklist for Care Homes.....	41

Plan Activation

This plan will automatically be activated in line with the National Heat-health Watch Service which goes live on **1st of June and operates until the 15th of September each year**. After this time the risk of a Heatwave is negligible, although there are elements of all-year long term planning which may be required, referred to as Level 0 throughout this plan

The activation of this plan will initially be **activated at Level 1 where there will be a number of actions to carry out**, as detailed in the associated **action cards**. When an escalation in Level has been notified by the Met Office there will be further actions required depending on the level of alert issued. These alerts will be cascaded by the CSW Resilience Team according to the Severe Weather Warning Process.

Associated Plans & Documents

- [Heatwave Plan for England](#)
- [Making the Case: the impact of heat on health – now and in the future](#)
- [Advice for health and social care professionals: Supporting vulnerable people before and during a heatwave](#)
- [Advice for care home managers and staff: Supporting vulnerable people before and during a heatwave](#)
- Severe Weather Policy for Coventry, Solihull & Warwickshire

Glossary of abbreviations

CCGs	Clinical Commissioning Groups
CCS	Civil Contingencies Secretariat
CSWRT	Coventry, Solihull and Warwickshire Resilience Team
HEFT	Heart of England Foundation Trust
HPfE	Heatwave Plan for England
JSNA	Joint Strategic Needs Assessment
PHE	Public Health England
SMBC	Solihull Metropolitan Borough Council
SWWP	Severe Weather Warning Process

Aim

The primary aim of this plan is to minimise excess deaths and avoidable ill health within Solihull due to Heatwave conditions.

Objectives

This can be achieved by ensuring:

- All SMBC residents and people that use SMBC services that would be put at risk by a Heatwave are identified and gaining assurance that NHS patients have been identified.
- NHS/Local Authority providers of care have ensured that their staff are aware of actions needed to support users of health and care services that may be described as vulnerable or frail and have put appropriate measures in place.
- Carer providers, the voluntary sector, and appropriate partner agencies are mobilised in a timely manner to support vulnerable people.
- The wider public of Solihull are aware of the risks and the actions they can take to protect themselves individually and to support those most vulnerable to heatwave conditions.
- Assurance has been met by working collaboratively with other Solihull based organisations to ensure all actions and groups are covered in a heatwave (e.g. NHS, PHE, CCG)

Introduction

A heatwave occurs when day time and night time temperatures remain abnormally high over a period of 2 or more days. The temperature thresholds for the West Midlands region are +30 °C during the day and +15 °C during the night.

Research in the UK and across Europe has provided evidence that excess deaths occur during higher temperatures. Research from 2006 highlights the West Midlands area as showing the highest variance in excess mortality.

A sustained heatwave will result in extra deaths due to heat related conditions. These conditions include heat exhaustion and heatstroke. The latter can result in organ failure, brain damage or death. However, it doesn't have to reach "heatwave" level for excess deaths to occur. In 2003 the temperature rose rapidly from 20 degrees to 28 degrees within days, and there was a corresponding rapid increase in mortality. The rise in mortality as a result of very warm weather follows very sharply – within one or two days of the temperature rising.

By the time a heatwave starts, the window of opportunity for effective action is very short, generally only days. It is therefore imperative that those most at risk are identified prior to any increase in temperatures. Local Authority and NHS organisations are therefore required to have suitable plans in place to deal with the health issues arising from a heatwave.

OFFICIAL

At Risk Groups

During a heatwave, there are a number of groups who are particularly at risk due to their age, health or living conditions.

Reason for increased risk	Group affected
Age	<ul style="list-style-type: none">• Older people, especially those over 75, living alone or in a care home• Babies and children, particularly under 4 years old
Health	<ul style="list-style-type: none">• Those with chronic and severe health conditions• Those who are supported by carer providers at home• People on certain medications which may affect the hypothalamus• Individuals with impaired sweat mechanisms• People with severe physical or mental illness• People who are alcohol/drug dependant• Pregnant women• People living with dementia
Living Conditions	<ul style="list-style-type: none">• The homeless/ rough sleepers• People living in urban areas and south facing top-floor flats• Older people who live alone who are socially isolated

In a moderate heatwave, it is mainly the high-risk groups mentioned above who are affected. However, during an extreme heatwave such as the one affecting France in 2003, the fit and healthy can also be affected.

National Heat-Health Watch System

A major part of the HPfE is the National Heat-Health Watch system. This is in place between 01st June and 15th September and is operated by the Met Office. Based on Met Office forecasts levels of response are triggered from the Local Authority and other bodies.

The system comprises of 5 main levels outlined below. It is based on threshold day and night time temperatures as defined by the Met Office. The average threshold temperature is 30C during the day and 15C during the night.

Level 0	Long Term Planning All year
Level 1	Heatwave and Summer Preparedness Programme 1 June- 15 September
Level 2	Heatwave is forecast – Alert and readiness 60% risk of Heatwave in the next 2-3 days
Level 3	Heatwave Action Temperature reached in one or more Met Office National Severe Weather Warning Service regions
Level 4	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.

Heatwave Alert Levels (Refer to the National Heatwave Plan for England for a detailed description of these levels)

Distribution of Heatwave Alerts

Once the Met office have issued a heatwave warning, before cascading this out to the people identified by the Severe Weather Warning Cascade list, an assessment will be made by the CSW duty officer. This is to ensure that alerts are sent out appropriately within the authority. The following circumstances may pre-empt or delay the issue of an alert:

In Hours vs Out of Hours

They will gather information from the Heatwave Planning advice and monitor the general weather forecasts in order to help make their assessment. If the weather is forecast to reach a certain level at the weekend or public holiday, then an assessment should be made in hours to ensure that key individuals have time to implement their specific actions listed within the plan. This should be done one working day prior to the weekend/public holiday.

During prolonged periods of hot weather

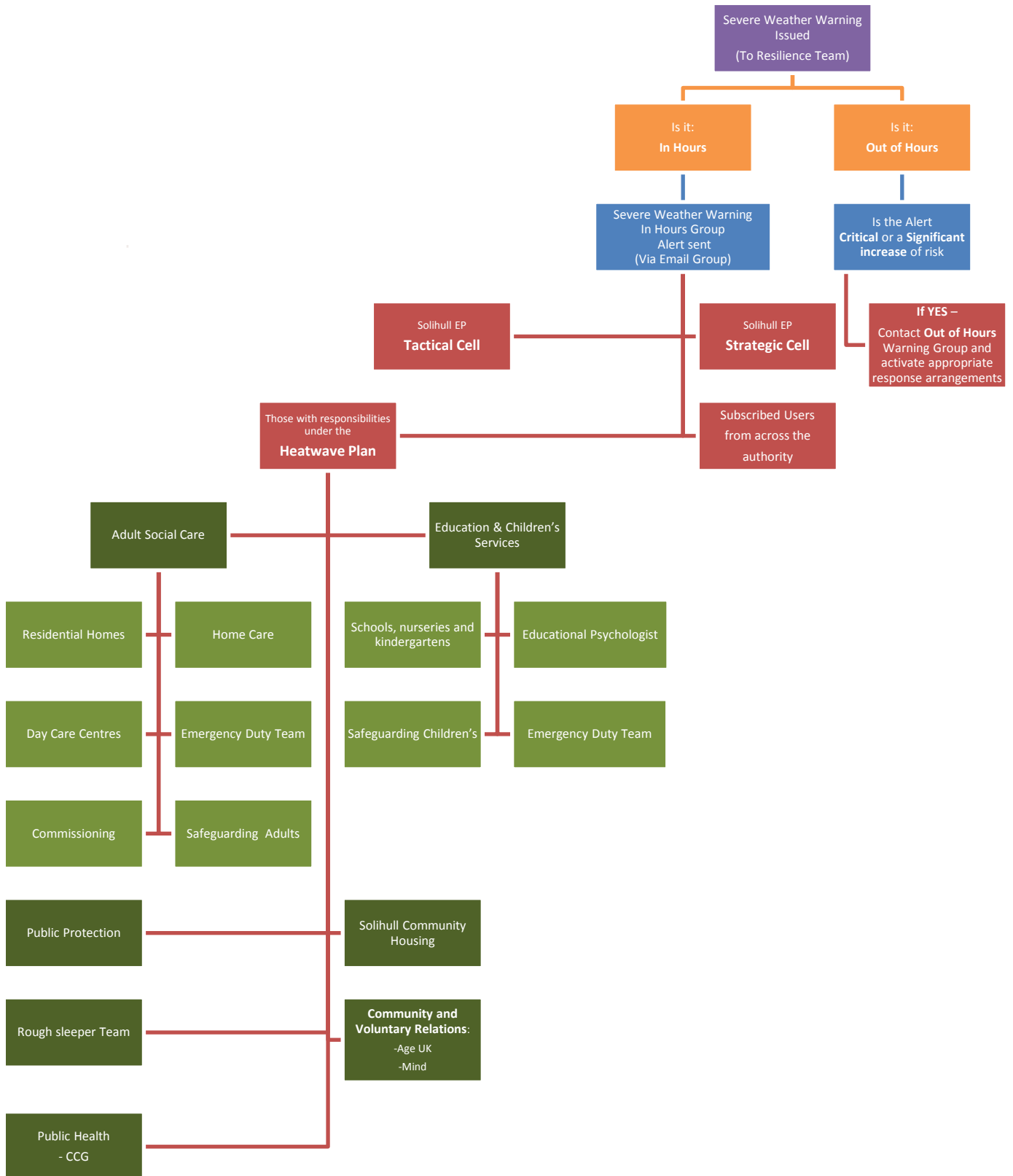
As the onset of a heatwave happens in a short space of time, temperatures can also fluctuate and they may rise and fall between levels. In the event that there is a reduction in alert level then an assessment will be made by the Resilience Team whether to disseminate this information further. This is to ensure that all services are able to maintain the actions that they are delivering in line with the local conditions.

Accurate and timely issue of alerts and local guidance to Service leads (or nominated individuals) across the organisation is the responsibility of the Resilience Team. This alert will be delivered via email, during office hours in accordance with the Severe Weather Warning Policy (SWWP) and the assessment previously described. A template outlining the content and appearance of alert messages from the Resilience Team can be found at appendix 1.

Further distribution of alerts to staff and commissioned services with allocation of specific actions is the responsibility of the recipient(s) from each appropriate service area.

Figure 1: Severe Weather Warning Cascade for Solihull MBC

SEVERE WEATHER WARNING CASCADE



Roles & Responsibilities at each level

The Heatwave Plan for England identifies a number of roles and responsibilities for agencies involved in the response to a Heatwave. These actions and additionally agreed actions are outlined below and list the actions that each local authority has agreed to carry out/adhere to.

Description	Alert Level	Page
Responsibility summaries (All appropriate services)	0 Long Term Planning	11
	1 Summer Preparedness	12
	2 Alert & Readiness	13
	3 Heatwave Action	14
	4 Emergency	15

To aid response 'pull-out' action cards are included for each service area within the following appendices:

Service	Appendix	Page
CSW Resilience Team	5.1	35
Public Health	5.2	36
Managed Growth & Communities	5.3	37
Communications Team	5.4	38
District Nursing and Health Visitors	5.5	39

These action cards should be completed by an appropriate person concurrently in line with the declared Heatwave level, for example if level three is immediately declared all previous action cards should also be completed.

OFFICIAL

Level 0 Responsibilities

Level 0 – Long Term Planning – All year	
Service Area	Responsibility
CSWRT	<ul style="list-style-type: none"> Review heatwave resilience arrangements against national guidance, local practice and lessons learnt Work with partner agencies to co-ordinate locally appropriate heatwave plans Work with all relevant SMBC service areas and partner agencies to ensure heatwave planning features within wider resilience planning Review internal CSW alert and cascade processes including distribution lists, roles and responsibilities.
Public Health	<ul style="list-style-type: none"> Review Public Health arrangements against national guidance, local practice and lessons learnt Review internal alert and cascade processes including distribution lists, roles and responsibilities; and review any internal and external message templates Embed the work of heatwave planning (excess seasonal deaths) through strategic planning related to the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves Work with partners to agree actions from JSNAs to reduce excess seasonal deaths Communicate with school nurses and health visitors
Comms Team	<ul style="list-style-type: none"> Develop/review the Heatwave Plan communication channels Review internal alert and cascade processes including distributions lists
Managed Growth and Communities - Adult Care and Support, Children and Education	<ul style="list-style-type: none"> Review Adult Social Care arrangements against national guidance, local practice and lessons learnt Review internal alert and cascade processes including distribution lists, roles and responsibilities Review any internal and external message templates Work with staff on risk reduction awareness, information and education. Work within your organisation and with partner organisations to ensure that systems are developed to support the identification and sharing of information between agencies of people who may be vulnerable to heatwaves Systematically work to improve the resilience of vulnerable people to severe heat Ensure that all staff have been made aware of the heatwave plan and the dangers of hot weather to health and know how to spot signs and symptoms Use clinic attendances and home visits as opportunities to identify vulnerable people and discuss summer preparedness Work with at-risk individuals, their families and care providers to ensure that they are aware of the dangers of hot weather

OFFICIAL

Level 1 Responsibilities

Level 1 – Heatwave and Summer Preparedness – 01 st June – 15 th September	
Service Area	Responsibility
CSWRT	<ul style="list-style-type: none"> Implement daily monitoring from 01st June to 15th September Ensure all appropriate Directors/Heads of Service have access to the latest version of the Heatwave Plan Work with partner agencies, providers and businesses to coordinate heatwave plans, ensuring vulnerable and marginalised groups are appropriately supported. Ensure organisers of large events take into account possible heat risks through the Safety Advisory groups Ensure business continuity plans are in place and implement as required; ensure appropriate contact details are provided to LA/NHS emergency planning officers to facilitate transfer of emergency information
Public Health	<ul style="list-style-type: none"> Raise awareness through briefings, cascade letters, advice sheets on Intranet and general publicity Continue to engage the Community & Voluntary Sector to support communities to help those most at risk
Comms Team	<ul style="list-style-type: none"> Work with partners and staff on risk reduction awareness (e.g. key public health messages), using a variety of methods to maximise dissemination.
Managed Growth and Communities - Adult Care and Support, Children and Education	<p>Adult Care and Support</p> <ul style="list-style-type: none"> Ensure care homes and care providers are aware of the heatwave plan and are engaged in preparing for heatwaves. Ensure business continuity plans are in place and implement as required. <p>Care Homes and Care Providers</p> <ul style="list-style-type: none"> Identify high-risk individuals on your caseload and raise awareness of heat illnesses and their prevention among clients and carers Include risk in care records and consider whether changes might be necessary to care plans in the event of a heatwave (e.g. initiating daily visits by formal or informal care givers for those living alone) Identify or create cool rooms/areas (able to be maintained below 26°C) Install thermometers where vulnerable individuals spend substantial time. Frontline local government and NHS staff should be encouraged to complete the heatwave e-learning package to ensure their knowledge is up to date (www.ehealthlearning.org.uk) <p>Education and Children's Services</p> <ul style="list-style-type: none"> Ensure schools are aware of heatwave guidance and that school business continuity plans are up to date. This includes making sure parents and guardians contact details are up to date.

OFFICIAL

Level 2 Responsibilities

Level 2 - Alert & Readiness – Upon alert	
Service Area	Responsibility
CSWRT	<ul style="list-style-type: none"> Issue a Level 2 heatwave alert to the appropriate people on the Severe Weather Warning cascade and make sure that they are aware of their responsibilities under the heatwave plan. Work with other service areas to ensure agreed responsibilities are carried out (e.g. transport to ensure that water is carried on community transport during hot weather)
Public Health	<ul style="list-style-type: none"> Issue Level 2 key public health messages to clients, providers and staff
Communications Team	<ul style="list-style-type: none"> Communicate Level 2 public media messages
Managed Growth and Communities - Adult Care and Support, Children and Education	<p>Adult Care and Support</p> <ul style="list-style-type: none"> Increase advice to health and social care workers working in the community and care homes. Check high-risk people have visitor/phone call arrangements in place Reconfirm key public health messages to clients Check clients room temperature if visiting Communicate alerts to staff and make sure they are aware of heatwave plans Communicate public media messages – especially hard to reach vulnerable groups Implement business continuity <p>Care Homes and Care Providers</p> <ul style="list-style-type: none"> Communicate alerts to staff and make sure they are aware of heatwave plans Ensure sufficient staffing Implement business continuity Check indoor temperatures are recorded regularly during the hottest periods for all areas where patients reside Ensure cool areas are below 26°C Review and prioritise high-risk people Ensure sufficient cold water and ice Consider weighing clients regularly to identify dehydration and rescheduling physio or activity to cooler hours <p>Education and Children's Services</p> <ul style="list-style-type: none"> Schools should refer to the HPfE to ensure that appropriate measures are taken to keep children cool whilst at school

OFFICIAL

Level 3 Responsibilities

Level 3 - Heatwave Temperatures Reached – Upon alert	
Service Area	Responsibility
CSWRT	<ul style="list-style-type: none"> • Issue Level 3 Heat Health Watch alert • Support organisations to reduce unnecessary travel • Review safety of public events • Mobilise community and voluntary support where required
Public Health	<ul style="list-style-type: none"> • Issue Level 3 media alerts to staff and the public about keeping cool
Communications Team	<ul style="list-style-type: none"> • Communicate Level 3 public media messages • Issue any other alerts in consultation with public health and CSW using a variety of methods e.g. website, Twitter and local radio stations if appropriate
Managed Growth and Communities - Adult Care and Support, Children and Education	<p>Adult Care and Support</p> <ul style="list-style-type: none"> • Reconfirm key public health messages to clients • Advise carers to contact 111 or their GP if concerns re health <p>Care Homes</p> <ul style="list-style-type: none"> • Activate plans to maintain business continuity, including a possible surge in demand • Check indoor temperatures are recorded regularly during the hottest periods for all areas where patients reside • Ensure staff can help and advise clients including access to cool rooms, close monitoring of vulnerable individuals, reducing internal temperatures through shading, turning off unnecessary lights/equipment, cooling building at night ensuring discharge planning takes home temperatures and support into account.

OFFICIAL

Level 4 Responsibilities

Level 4 - Emergency – Severe or Prolonged Heatwave – upon alert	
Service Area	Responsibility
CSWRT	<ul style="list-style-type: none"> • Issue the Level 4 Heat Health Watch alert in accordance with SWWP • Activate and implement procedures described within Solihull's Major Emergency Plan if necessary • Continue to execute responsibilities associated with alert levels 1 - 3
Public Health	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; • Work with the Communications Team to continue cascading any appropriate briefings, letters and advice sheets through appropriate channels • Continue to execute responsibilities associated with alert levels 1 - 3
Communications Team	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; • Work with all service areas to ensure appropriate updates, briefings and advice are being cascaded through appropriate channels • Continue to execute responsibilities associated with alert levels 1 - 3
Managed Growth and Communities - Adult Care and Support, Children and Education	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan • Implement daily situation reports with all appropriate services to identify shortfalls and business continuity related issues • Continue to execute responsibilities associated with alert levels 1 - 3

The Impacts of heatwave on other sectors

Should we reach Heatwave Level 4 there is likely to be a significant impact on other key sectors. Anticipated risks include;

- **Transport infrastructure** – road surfaces may melt causing extreme congestion and stranded motorists. The rail network will also be susceptible to rails warping or buckling in extreme or prolonged heat.
- **Power supplies** – increased demand is expected due to use of air conditioning units. Rising temperatures can cause cooling problems for power stations and lower their efficiency.
- **Environmental pollution** – both air and water quality can lower in prolonged heat due to excess pollutants and accelerated growth of algae. Public nuisance and complains about health and environmental problems such as odour, dust and vermin infestations are likely to increase.
- **Increased potential for wildfires/forest fires** - as vegetation will be drier than usual in a heatwave there is increased risk of an uncontrolled fire.
- **Animal welfare** - there is potential for increased pet fatalities due to irresponsible owners leaving animals in restricted enclosures with poor ventilation, i.e. dogs in cars. There also risks around livestock, with increased ventilation needed for temporary housing and potential for delays in transportation causing distress and suffering.
- **Water shortages** - all water companies have contingency plans in place in case of disruption to supply or sewerage services, but strong demand has the potential to jeopardise availability. Hosepipe bans may be required if high temperatures persist. In the event of an unavoidable failure of the piped water supply, water companies must supply water by alternative means such as in static tanks in the street or bottled water. There is a requirement to provide no less than 10 litres per person per day rising to 20 litres per person per day after five days.
- **Crops** – Rising temperatures can lead to crop shortages, either due to the crops dying or not being harvested at the appropriate times. High temperatures may also limit when crops can be sown, and in what quantities. Crop storage may also be affected as temperature control will be much more difficult.

Appendix 1: E-mail Alert Template

Heatwave Health Watch - Email Template

Subject Line: Alert Escalation - Level {insert level}: Heatwave Health Watch

Attachments: Met Office alert statement, guidance documents (if appropriate)

Message Body:

Dear colleagues,

As per our Severe Weather Warning Policy, please note the following alert escalation for hot weather to {Insert Level and Description}.

The current forecast is: {Insert brief forecast overview and information regarding the local area and current conditions}

This alert is valid for the next 7 days unless escalated

Actions

Please {refer/continue to refer} to {insert level} actions in your local Heatwave plan, which can be found at the following link:

<http://intranet/Coredocs/Emergencyplanningbusinesscontinuity/SpecificPlansandSupportingInformation.aspx>

- Consider potential impacts on your service delivery, such as staffing demands, access to work etc;
- Implement Business Continuity arrangements as required; and
- Contact the resilience team's Duty Officer if support or assistance is required.

If you have any questions, please contact your local resilience office.

*Current Met Office forecasts for the West Midlands can be found here:

<http://www.metoffice.gov.uk/public/weather/warnings/#?tab=warnings&map=Warnings&zoom=5&lon=-3.50&lat=55.50&fcTime=1375657200®ionName=wm>

Regards,

The Resilience Team
Coventry: 02476 833576
Solihull: 0121 704 6032
Warwickshire: 01926 412580

Appendix 2: Level 1 Alert External Messages

Heatwave Level 1 Alert - Provider Message – Lead to distribute Teresa Scragg, Commissioning

The 2018 Heatwave plan has just been launched for this heatwave period (01st June to 15th September) and as such the Met Office has automatically issued their Level 1 Summer Preparedness alert.

As providers of care you have actions under the Solihull Heatwave Plan 2018, and you are asked to prepare yourselves and your team so you are alert and ready should there be an increase in temperatures throughout this period. As you will be aware, severe heat is dangerous to everyone, especially older and disabled people, and those living in care homes. During a heatwave, when temperatures remain abnormally high for longer than a couple of days, it can prove fatal.

The effects of heat occur rapidly and we therefore need assurance that you are implementing the following Level 1 actions **now** to ensure those patients who are at-risk are not adversely affected or have any unnecessary complications during a hot spell.

If you need any further advice on how to implement Level 1 actions please contact the CSW Resilience Team on 0121 704 6032 or email cswrt@warwickshire.gov.uk

Hospitals, home care providers and care, residential and nursing homes – immediate actions to carry out:
<ul style="list-style-type: none"> Implement appropriate protective factors, including regular supply and assistance with cold drinks; planning to adapt menus to cold meals where possible with a high water content, such as fruit and salads
<ul style="list-style-type: none"> Install thermometers where vulnerable individuals spend most of their time
<ul style="list-style-type: none"> Identify cool room/ areas that are able to be maintained consistently below 26°C as this is the temperature threshold at which many vulnerable patients find it difficult to cool themselves naturally if sweating is impaired due to old age, sickness or medication
<ul style="list-style-type: none"> Identify particularly vulnerable individuals (those with chronic/severe illness, on multiple medications, or who are bed bound) for prioritisation in cool rooms.
<ul style="list-style-type: none"> In the context of mental health trusts and community teams, ensure that visits or phone calls are made to check on high-risk individuals (those with severe mental illness, living on their own, or without regular contact with a carer)
<ul style="list-style-type: none"> Seek early medical help if an individual starts to become unwell; and ensure that discharge planning (if applicable) takes into account the temperature of accommodation and level of daily care during the heatwave period.

OFFICIAL

Heatwave Level 1 Alert - Voluntary Group Message – Lead to distribute Lucy Garratt, Age UK Solihull

Dear Volunteers, Voluntary Groups and Health Champions

The 2018 Heatwave plan has just been launched for this heatwave period (01st June – 15th September) and as such the Met Office has automatically issued their Level 1 Summer Preparedness alert.

The heat can be dangerous for certain groups of people such as the elderly, those with existing medical conditions or the very young. In your valuable work as volunteers you may come into contact with people from these groups - following the advice and guidance given will aid the response if the temperature escalates.

Birmingham and Solihull Clinical Commissioning Group and Public Health Solihull are therefore encouraging people to follow the following tips:

- Check up on friends, relatives and neighbours who may be less able to look after themselves
- Keep windows shut while it's cooler inside than out and open them when it gets hotter inside.
- Keep rooms cool by keeping curtains and blinds closed in rooms that catch the sun (light coloured curtains are best as metallic blinds and dark curtains can make the room hotter).
- Work out which is the coolest room in the house so you know where to go to keep cool.
- Drink cold drinks regularly, such as water and fruit juice, even if you're not feeling thirsty. Avoid tea, coffee and alcohol.
- If you're travelling by car or public transport always take a bottle of water
- Stay tuned to the weather forecast on the radio or TV, or at the Met Office website.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- If possible, avoid physical exertion in the heat.

Guidance has been produced to help ensure that members of the Muslim community have a safe and healthy Ramadan – [Ramadan Health Guide: A Guide to Healthy Fasting](#) with further information available on NHS Choices website

Heatwave Level 1 Alert - Public Message - Lead to distribute Comms Team

As we are now in the summer months it is important to remember to take care of yourselves and other people when the weather is hot. As we are now officially in the heat-health watch period the Met Office has automatically issued their Level 1 Summer Preparedness alert.

Although welcomed by most, hot weather can cause a real danger to health – particularly to the very elderly and the seriously ill.

People with existing medical conditions and the very young are also potentially at risk during the warm spell.

This means that it is important to think about any people that may become vulnerable should a rise in temperature occur and to ensure appropriate steps have been taken to prepare for any increase in temperature.

Below are some tips to keep yourself and others healthy and cool:

- Identify and check up on any friends, relatives or neighbours who may be less able to look after themselves. Help them to keep cool by following these tips too.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat
- Wear loose, light coloured cotton clothing, and a hat if you do go outdoors
- Wear sunscreen when outside in the summer months
- Identify the coolest room in the house so you know where to go to keep cool. Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter)
- Have cool baths or showers, and splash yourself with cool (but not very cold) water, or place a damp cloth on the back of your neck to cool down
- Drink cold drinks regularly, such as water and fruit juice, even if you're not thirsty. Try to avoid tea, coffee and alcohol
- Eat normally even though you may not be as hungry, you need a normal diet to replace salt losses from sweating. Try to have more cold foods, such as salads and fruit, as these contain a lot of water
- Make sure you carry plenty of water with you if you are out and about or making a journey by car or public transport.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need

OFFICIAL

- If you have breathing problems or a heart condition, your symptoms might
- get worse when it's very hot. Contact NHS 111 or your GP for advice
- If you think you need treatment, see if you could receive it from other NHS health services rather than A&E, for example use NHS 111, GP, pharmacy or the Walk In Centre

We want everyone to enjoy the good weather and there are some simple steps which will help people stay healthy during the summer. It is easy to become dehydrated in hot weather as we can soon lose more fluid than we take in, so drink cold non- alcoholic drinks regularly, keep out of the sun during the hottest times of the day, and avoid physical exertion in the heat where possible. People who are very young, the elderly and those with chronic conditions are more at risk, so keep an eye out for friends and neighbours who may be vulnerable.

For help and advice please call the Solihull Helpline on 0121 704 8080.

Guidance has been produced to help ensure that members of the Muslim community have a safe and healthy Ramadan – [Ramadan Health Guide: A Guide to Healthy Fasting](#) with further information available on NHS Choices website.

Appendix 3: Level 2 Alert External Messages

Heatwave Level 2 Alert - Provider Message – Lead to distribute Teresa Scragg, Commissioning

URGENT MESSAGE RE HEATWAVE LEVEL 2 ALERT: RESPONSE REQUIRED

Due to the increase in alert level issued by the Met Office there is now a 60% risk of a Heatwave in the next 2-3 days.

Please prepare and carry out the actions that are required by you under Level 2 of the heatwave plan.

We need assurance that you are implementing the following actions to ensure those patients who are at risk are not adversely affected or have unnecessary complications during the hot spell.

Hospitals and care/residential/nursing homes, and home care providers should:
<ul style="list-style-type: none">• Monitor indoor temperatures four times a day.
<ul style="list-style-type: none">• Prepare cool areas, ensuring they are below 26°C
<ul style="list-style-type: none">• Have enough staff working to help keep residents and patients cool, check business continuity plans.
<ul style="list-style-type: none">• Identify high-risk people/residents/patients.
<ul style="list-style-type: none">• Make sure everyone has access to enough cold water and ice.
<ul style="list-style-type: none">• Review and prioritise high-risk people
<ul style="list-style-type: none">• Consider weighing vulnerable clients regularly to identify dehydration and rescheduling anything physical to cooler hours

OFFICIAL

Heatwave Level 2 Alert - Voluntary groups message – Lead to distribute Lucy Garratt, Age UK Solihull

Dear Volunteers, Voluntary Groups and Health Champions,

You should have received a Met Office Level 2 alert. This means that there is a 60% risk of a heatwave in the next 2-3 days.

The heat can be dangerous for certain groups of people such as the elderly, those with existing medical conditions or the very young. In your valuable work as volunteers you may come into contact with people from these groups.

If you do, helping to prepare for these will be invaluable. Making sure you pass on these messages about the heat, as the temperature rises it is important to remind local people how to keep healthy during a heatwave.

Solihull Metropolitan Borough Council Public Health is therefore encouraging people to follow the guidance below;

- Check up on friends, relatives and neighbours who may be less able to look after themselves
- Stay tuned to the weather forecast or radio for local messages
- If you're planning to travel, check the forecast at your destination too.
- Make sure you carry plenty of water with you if you are out and about or making a journey by car or public transport.
- Plan ahead: stock up with supplies so that you don't need to go out during extreme heat and think about what medicines, food and non-alcoholic drinks you'll need.
- Keep plenty of water to hand and stay in the shade whenever possible.
- Don't go outside between 11am and 3pm as this is the hottest part of the day.
- Avoid strenuous activity if at all possible.
- Drink water or fruit juice regularly even if you're not feeling thirsty. Avoid tea, coffee and alcohol, and if you do drink alcohol make sure you have lots of water or other non-alcoholic drinks as well.
- Eat normally even though you may not be as hungry, you need a normal diet to replace salt losses from sweating. Try to have more cold foods, such as salads and fruit, as these contain a lot of water
- Identify the coolest room in the house, so you can go there to keep cool.
- Keep rooms cool by closing curtains and blinds during the day (use light coloured curtains if possible as metallic blinds and dark curtains can make the room hotter).
- Keep the windows closed while the room is cooler than it is outside and, if it's safe, open windows at night when the air is cooler
- People with heart problems, breathing difficulties or serious illnesses

OFFICIAL

may find their symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool. Contact your GP if your symptoms become worse

If you are a member or know of any members of the Muslim community and may be fasting during the daylight hours in the month of Ramadan which takes place between May 15th – June 14th 2018, please remind others during hot weather, dehydration is a common and serious risk. It's important to balance food and fluid intake between fasts and especially to drink enough water. If you start to feel unwell, disorientated or confused, or collapse or faint, advice is to stop fasting and have a drink of water or other fluid.

More information is available on the NHS Choices website to ensure that members of the community have a safe and healthy Ramadan. See the booklet [Ramadan Health Guide: A Guide to Healthy Fasting](#) for more information.

Level 2 Alert - Public Message – Lead to distribute Comms Team

Over the next few days the Met Office has announced that the weather is going to be increasingly warm. Please follow the guidance below to ensure you look after yourself and others during this time.

Be prepared in case the weather stays hot:

- Stay tuned to the weather forecast on the TV or radio.
- If you're planning to travel, check the forecast at your destination too.
- Make sure you carry plenty of water with you if you are out and about or making a journey by car or public transport.
- Plan ahead: stock up with supplies so that you don't need to go out during extreme heat and think about what medicines, food and non-alcoholic drinks you'll need.
- Keep plenty of water to hand and stay in the shade whenever possible.
- Identify the coolest room in the house, so you can go there to keep cool.
- Don't go outside between 11am and 3pm as this is the hottest part of the day.
- Spend time in the shade and avoid strenuous activity.
- Drink water or fruit juice regularly, even if you're not feeling thirsty. Avoid tea, coffee and alcohol, and if you do drink alcohol make sure you have lots of water or other non-alcoholic drinks as well.
- Eat normally even though you may not be as hungry, you need a normal diet to replace salt losses from sweating. Try to have more cold foods, such as salads and fruit, as these contain a lot of water.
- Keep rooms cool by closing curtains (light coloured curtains will keep a room cooler than metallic blinds and dark curtains which can make the room hotter).
- Keep the windows closed while the room is cooler than it is outside and, open windows at night when the air is cooler, but only if it is safe to do so.
- People with heart problems, breathing difficulties or serious illnesses may find their symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool. Contact your GP if you have any concerns about your health.

It is very easy to become dehydrated in hot weather as we can soon lose more fluid than we take in, so drink cold non-alcoholic drinks regularly, keep out of the sun during the hottest times of the day, and avoid physical exertion in the heat where possible. People who are very young, the elderly and those with chronic conditions are more at risk, so keep an eye out for friends and neighbours who may be vulnerable.

OFFICIAL

For help and advice please call the Solihull Helpline on 0121 704 8080.

Take extra care with food in hot weather.

When it's hot, bacteria on food can multiply very quickly, which increases the risk of food poisoning. So, it's important to make sure food is:

- Kept in cooler bags when taking it home from the supermarket or out for a picnic
- Put in the fridge as soon as you get home – the temperature of the fridge should be between 0 and 5 degrees Celsius
- Kept out of the sun

Appendix 4: Level 3 Alert External Messages

Heatwave Level 3 Alert - Provider message – lead to distribute Teresa Scragg, Commissioning

URGENT MESSAGE RE HEATWAVE LEVEL 3 ALERT: URGENT RESPONSE REQUIRED

We have now escalated to level 3 alert of the heatwave plan. **Therefore, you are required to respond to this email to confirm that in addition to the actions for Level 2, you are implementing the actions for Level 3 as listed below.**

Earlier in the week we asked you to prepare to take action, we now need you as a healthcare provider to act. As you will be aware, during a heatwave when temperatures remain abnormally high over more than a couple of days, it can prove fatal, particularly among certain at-risk groups.

It is everyone's responsibility to ensure that patients experiencing extreme levels of heat are being looked after during a heatwave. In particular, those with cardiac and respiratory illnesses, frail and older people, young children, babies and vulnerable adults (including those with learning and/or physical disabilities, severe mental health, and alcohol and drug addictions) are particularly vulnerable.

In one hot spell in August 2003 in England, deaths in those aged 75 and over rose by 60%, with approximately 2000 total extra deaths than would normally be expected.

Please provide assurance that you are implementing the following actions to ensure those patients who are at-risk are not adversely affected or have any unnecessary complications during the hot spell.

Hospitals and care/residential/nursing homes, and home care providers should:
<ul style="list-style-type: none">• Implement appropriate protective factors, including regular supply and assistance with cold drinks even where people say they are not thirsty;
<ul style="list-style-type: none">• Ensure that cool rooms are consistently below 26°C as this is the temperature threshold at which many vulnerable patients find it difficult to cool themselves naturally if sweating is impaired due to old age, sickness or medication;
<ul style="list-style-type: none">• Check that indoor temperatures are recorded regularly during the hottest periods for all areas where people reside;

OFFICIAL

<ul style="list-style-type: none">• Identify particularly vulnerable individuals (those with chronic/severe illness, on multiple medications, or who are bed bound) for prioritisation in cool rooms;
<ul style="list-style-type: none">• Monitor and minimise temperatures in all patient areas and take action if the temperature is a significant risk to patient safety, as high risk patients may suffer undue health effects including worsening cardiovascular or respiratory symptoms at temperatures exceeding 26°C;
<ul style="list-style-type: none">• Reduce internal temperatures by turning off unnecessary lights and electrical equipment;
<ul style="list-style-type: none">• Consider moving visiting hours to mornings and evenings to reduce afternoon heat from increased numbers of people;
<ul style="list-style-type: none">• Make the most of cooling the building at night with cross ventilation. Additionally, high night-time temperatures in particular have been found to be associated with higher mortality rates. Due to the potential increased risk of cross infection that may be induced by cross ventilation, ensure increased vigilance of other routine infection control measures;
<ul style="list-style-type: none">• In the context of mental health trusts and community teams, ensure that visits or phone calls are made to check on high-risk individuals (those with severe mental illness, living on their own, or without regular contact with a carer)
<ul style="list-style-type: none">• Seek early medical help if an individual starts to become unwell; and ensure that discharge planning takes into account the temperature of accommodation and level of daily care during the heatwave period.

OFFICIAL

Heatwave Level 3 Alert - Voluntary Groups Message – Lead to distribute Lucy Garratt, Age UK Solihull

Dear Volunteers, Voluntary Groups and Health Champions,

As you are undoubtedly aware, we are experiencing a period of high temperatures here in Solihull and across the country.

The heat can be dangerous for certain groups of people such as the elderly, those with existing medical conditions or the very young. In your valuable work you may come into contact with people from these groups, and your help in these hot conditions would be invaluable.

Please could you be extra vigilant if you know people to be on their own or without support, by ensuring that the messages below about how to keep healthy during a heatwave are passed on?

It is easy to become dehydrated in hot weather as we can soon lose more fluid than we take in, and even people at the peak of physical fitness can become ill if they are not careful. Drink cold non- alcoholic drinks regularly, keep out of the sun during the hottest times of the day between 11am - 3pm, and avoid physical exertion in the heat where possible. People who are elderly, the very young and those with chronic conditions are more at risk, so we urge that you to check on vulnerable friends and neighbours every day during the heatwave.

Birmingham and Solihull Commissioning Group and Public Health Solihull are encouraging people to follow the following tips:

Stay out of the heat:

- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) especially if you're vulnerable to the effects of heat
- Take a bottle of water with you when out and about and especially when travelling by car or public transport
- Wear loose, light coloured, cotton clothing, and a hat if you do go outdoors
- Spend time in the shade and avoid strenuous physical activity.
- Plan ahead so that you don't have to go out in extreme heat by making sure you have enough supplies, of food, water and any medications you need. Ask a friend or relative to help you stock up if you're vulnerable to the effects of heat.
- Stay tuned to the weather forecast on the radio or TV, or at the Met Office website.

Cool yourself down:

- Have cool baths or showers, and splash yourself with cool (but not very cold) water, or place a damp cloth on the back of your neck to cool down
- Drink cold drinks regularly, such as water and fruit juice, even if you're not thirsty. Try to avoid tea, coffee and alcohol
- Eat normally even though you may not be as hungry, you need a normal diet to replace salt losses from sweating. Try to have more cold foods, such as salads and fruit, as these contain a lot of water

Keep your environment cool:

- Turn off non-essential lights and electrical equipment – they generate heat.
- Identify the coolest room in the house so you know where to go to keep cool.
- Try to sleep in the coolest room too.
- Shut windows and pull down the shades when it is hotter outside. If it's safe, open them for ventilation when it is cooler
- Keep rooms cool by keeping curtains closed while it's hot outside (use light-coloured curtains if possible as metallic blinds and dark curtains can make the room hotter
- Electric fans may provide some relief, however at temperatures above 35°C they may cause dehydration. The advice is not to aim the fan directly on the body and to have regular drinks.

Look out for others:

- Check up on friends, relatives and neighbours who may be less able to look after themselves every day during a heatwave. Make sure they have supplies of food, water and their normal medication.
- Ensure that babies, children or elderly people are not left alone in stationary cars.

Seek advice if you have any concerns:

- People with heart problems, breathing difficulties or serious illnesses may find their symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool. Contact your GP if your symptoms become worse.
- Contact your doctor, a pharmacist or NHS 111 if you are worried about your health or someone else's health during a heatwave, especially if you are taking medication, if you feel unwell or have any unusual symptoms.

If you are a member or know of any members of the Muslim community and may be fasting during the daylight hours in the month of Ramadan which takes place between May 15th – June 14th 2018, please remind others during hot weather, dehydration is a common and serious risk. It's important to balance food and fluid intake between fasts and especially to drink enough water. If you start to feel unwell, disorientated or confused, or collapse or faint, advice is to stop fasting and have a drink of water or other fluid. This is especially important for older adults, those with poorly controlled medical conditions such as low/high blood pressure, diabetes and those who are receiving dialysis treatment.

The Muslim Council of Britain has confirmed that breaking fast in such conditions is allowable under Islamic law. Also make sure to check on others in the community who may be at greater risk and keep an eye on children to ensure they are having a safe and healthy Ramadan.

More information is available on the NHS Choices website to ensure that members of the community have a safe and healthy Ramadan. See the booklet [Ramadan Health Guide: A Guide to Healthy Fasting](#) for more information.

Heatwave - Level 3 Alert Public Message – Lead to distribute Comms Team

Keep cool in the heat

As the area reaches a Level 3 heatwave alert, GPs and Public Health in Solihull are strongly urging people to take care of themselves and others in the current extreme heat conditions

Level 3 heatwave alerts are triggered as soon as temperatures are high enough to have a significant effect on health. This means that the vulnerable and those who are at-risk are more likely to suffer in the heat and could become seriously ill with health complications.

Take care of yourself:

- The recent hot weather is forecast to continue for the foreseeable future leading to calls for people to look out for the vulnerable.
- Although welcomed by most, hot weather can cause a real danger to health particularly to the very elderly and the seriously ill.
- People with existing medical conditions and the very young are also potentially at risk during the warm spell.
- This week the Met Office raised the heatwave warning to Level 3, triggering healthcare services to help those in high-risk groups.

Whilst we want everyone to enjoy this warm weather it is important that we all take simple steps to help us stay healthy at this time. It is easy to become dehydrated in hot weather as we can soon lose more fluid than we take in, and even people at the peak of physical fitness can become ill if they are not careful. Drink cold non-alcoholic drinks regularly, keep out of the sun during the hottest times of the day between 11am – 3pm, and avoid physical exertion in the heat where possible. People who are elderly, the very young and those with chronic conditions are more at risk, so we urge you to check on vulnerable friends and neighbours every day during the heatwave.

For help and advice please call the Solihull Helpline on 0121 704 8080.

Below are some tips to keep yourself and others cool and what to do if someone feels unwell:

Stay out of the heat:

- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) especially if you're vulnerable to the effects of heat
- Take a bottle of water with you when out and about and especially when travelling by car or public transport
- Wear loose, light coloured, cotton clothing, and a hat if you do go outdoors
- Spend time in the shade and avoid strenuous physical activity
- Plan ahead so that you don't have to go out in extreme heat by making sure you have enough supplies, of food, water and any medications you

OFFICIAL

need. Ask a friend or relative to help you stock up if you're vulnerable to the effects of heat.

- Stay tuned to the weather forecast on the radio or TV, or at the Met Office website.

Cool yourself down:

- Have cool baths or showers, and splash yourself with cool (but not very cold) water, or place a damp cloth on the back of your neck to cool down
- Drink cold drinks regularly, such as water and fruit juice, even if you're not thirsty. Try to avoid tea, coffee and alcohol
- Eat normally even though you may not be as hungry, you need a normal diet to replace salt losses from sweating. Try to have more cold foods, such as salads and fruit, as these contain a lot of water

Keep your environment cool:

- Turn off non-essential lights and electrical equipment – they generate heat.
- Identify the coolest room in the house so you know where to go to keep cool. Try to sleep in the coolest room too.
- Shut windows and pull down the shades when it is hotter outside. If it's safe, open them for ventilation when it is cooler
- Keep rooms cool by keeping curtains closed while it's hot outside (use light- coloured curtains if possible as metallic blinds and dark curtains can make the room hotter)
- Electric fans may provide some relief, however at temperatures above 35°C they may cause dehydration. The advice is not to aim the fan directly on the body and to have regular drinks.

Look out for others:

- Check up on friends, relatives and neighbours who may be less able to look after themselves every day during a heatwave. Make sure they have supplies of food, water and their normal medication.
- Ensure that babies, children or elderly people are not left alone in stationary cars.

Seek advice if you have any concerns:

- People with heart problems, breathing difficulties or serious illnesses may find their symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool. Contact your GP if your symptoms become worse.
- Contact your doctor, a pharmacist or NHS 111 if you are worried about your health or someone else's health during a heatwave, especially if you are taking medication, if you feel unwell or have any unusual symptoms.

If you are fasting:

Advice has also been issued for members of the Muslim community who may be fasting during the daylight hours for Ramadan.

OFFICIAL

During hot weather, dehydration is a common and serious risk so it's important to balance food and fluid intake between fasts and especially to drink enough water.

Guidance has been produced to help ensure that members of the Muslim community have a safe and healthy Ramadan – *Ramadan Health Guide: A guide to healthy fasting produced in association with the NHS* with further information available on NHS Choices website

Take extra care with food in hot weather:

When it's hot, bacteria on food can multiply very quickly, which increases the risk of food poisoning. So, it's important to make sure food is:

- kept in cooler bags when taking it home from the supermarket or out for a picnic
- Don't leave food in hot cars and put in the fridge as soon as you get home - the temperature of the fridge should be between 0 and 5 degrees Celsius
- kept out of the sun
- only out of the fridge for the shortest time possible – no more than a couple of hours

Take care with bins and waste:

Bins and waste can attract flies and maggots and start to smell in the heat, so make sure you:

- move bins out of direct sunlight and keep their lids closed at all times
- double bag food waste and nappies and squeeze the air out of the top of the bags before you tie them
- clean bins with disinfectant after they have been emptied – you can pour boiling water over them to kill any maggots
- recycle as much as possible to reduce waste

For more information about bin and waste collection and recycling, contact your local council.

Looking after pets:

Your pets and other animals can also suffer heatstroke in hot weather if they don't keep cool. Never leave animals inside a car on a hot day and make sure they have:

- plenty of clean, fresh water to drink
- a cool and shady place to rest

It's also important to cover pet food dishes to prevent flies laying eggs on the food. Contact a vet if you are worried that an animal is suffering from heatstroke. More information about looking after dogs in hot weather is on the Royal Society for the Prevention of Cruelty to Animals (RSPCA) website.

Appendix 4: Solihull Partner Agency Communications during a Heatwave

Organisation	Levels				
	Level 0 Long-term planning <i>All year</i>	Level 1 Heatwave & Summer preparedness programme <i>1 June – 15 September</i>	Level 2 Heatwave is forecast – Alert and readiness <i>60% risk of heatwave in the next 2-3 days</i>	Level 3 Heatwave Action <i>Temperature reached in or more Met Office Severe Weather Warning Service regions</i>	Level 4 Major Incident – Emergency Response <i>Central Government will declare a Level 4 in the event of severe or prolonged heatwave affecting sectors other than Health</i>
CSW	<ul style="list-style-type: none"> CSW Resilience Team Public Health Adult Social Care Communications Team 	<ul style="list-style-type: none"> As Level 0+ All Council staff through our Severe Weather Warning Process Message on Intranet 	<ul style="list-style-type: none"> As Level 1+ Message on Intranet including link to other pages providing health tips SMBC Website Safety Advisory Groups 	<ul style="list-style-type: none"> As Level 2+ Tactical Team Standalone Comms on Intranet 	<ul style="list-style-type: none"> As Level 3+ Standalone messages Silver/Gold
		Frequency Once on 1 st June	Frequency As required	Frequency Daily on Intranet/Extranet	Frequency Daily on Intranet/Extranet
Solihull Community & HGS	<ul style="list-style-type: none"> Emergency Planning Team & Committee HEFT plan to all staff Community Service Managers Community Service Staff 	<ul style="list-style-type: none"> As Level 0 + Communications Team Daily Comms – Tip of the day BMS alerts to key roles Internet/extranet messages Heatwave packs/posters on each department 	<ul style="list-style-type: none"> As Level 1 + Ward Managers Site team Plan 'what's new section' 	<ul style="list-style-type: none"> As Level 2 + NHS England – Exception reporting On-Call Manager/Exec Heatwave what's new Standalone Comms Bulletin 	<ul style="list-style-type: none"> As Level 3 + Standalone messages Silver/Gold NHS England
		Frequency Daily on Intranet	Frequency Daily on Intranet	Frequency Daily on Intranet	Frequency Daily on Intranet
BSol CCG	GP's, Pharmacies, Walk-in centres, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in centres, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in centres, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in centres, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in centres, Community Health service providers, Mental Health Trusts, care and nursing homes
		Frequency Once 1 st June	Frequency Weekly	Frequency Twice-weekly	Frequency Daily
PHE	<ul style="list-style-type: none"> Disseminate new plan DH NHS England DPH's LRF's HPU's CCG's 	As Level 0+ Plus	As Level 1 +	As Level 2 +	As Level 3+
		Frequency Once 1 st June	Frequency	Frequency	Frequency
Joint Messages	<ul style="list-style-type: none"> New Plan (PHE) Heat Watch Alerts Met office 1 June – 15 September 	Heatwave Plan 2017PHE Communications message	Heatwave Plan 2015 PHE Communications message	Heatwave Plan 2015 PHE Communications message	Heatwave Plan 2015 PHE Communications message
		Frequency TBC	Frequency TBC	Frequency TBC	Frequency TBC

Appendix 5 – Action Cards by Service Area 5.1 CSW Resilience Team Action Card

CSW Resilience Team - Level 0 Long Term Planning – All year

- > Review Heatwave Plan for Solihull and Severe Weather Warning Policy, ensure any revisions of national guidance, changes in organisational structures and experiences from previous summer period are reflected
- > Ensure internal alert cascade processes are up to date to receive the Heat Health Watch Alert service and people who receive the alerts are aware of their own role and responsibilities for action when an alert is received
- > Work with partner agencies (HGS & CCG's) within Solihull to ensure the plan and messages have a co-ordinated approach

CSW Resilience Team - Level 1 Summer Preparedness – 01st June – 15th September

- > Issue the Level 1 Heat Health Watch alert indicating the Summer Preparedness Programme under the HPfE has begun
- > Issue the revised Heatwave Plan for Solihull ensuring all appropriate directors, schools, care homes and hospitals have access to the latest version and ensure that key staff are aware of any changes.
- > Use Safety Advisory groups to advise organisers of large events of possible heat risks and advise of solutions to mitigate the effects of hot weather.
- > Work with the CCG's and Public Health to ensure that providers, public and vulnerable groups are identified and appropriate advice is available.
- > Ensure emergency contacts are up to date.

CSW Resilience Team - Level 2 Alert & Readiness – upon alert

- > Issue Level 2 Heat Health Watch alert and local guidance in accordance with SWWP
- > Ensure organisers of events take into account possible hot weather risks through the Safety Advisory Group
- > Monitor local conditions and cascade any pertinent information to those in receipt of Heat Health Watch alerts

CSW Resilience Team - Level 3 Heatwave Action – upon alert

- > Issue a Heat-health watch Level 3 alert using the Severe Weather Warning Cascade
- > Review the safety of any public events taking place during this time.
- > Work with LA departments, HGS and CCGs to ensure all actions are carried out and disseminates any key dates. Work with partner agencies (e.g. transport) to ensure that water is carried on community transport for patients

CSW Resilience Team - Level 4 National Emergency – upon alert

- > Activate the Emergency Plan if not already done so and carry out process identified in that plan
- > Maintain all Level 1, 2 & 3 responsibilities

5.2 Public Health Action Card

Public Health - Level 0 Long Term Planning – All year

- > Make progress on relevant Public Health Outcomes Framework
- > Use the Health and Wellbeing Boards to make long term strategic plans to reduce the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves.

Public Health - Level 1 Summer Preparedness – 01st June – 15th September

- > Working with the Communication Team and CSW cascade any appropriate briefings, letters and advice sheets using SWWP to ensure staff are aware of who is at risk.

Public Health - Level 2 Alert & Readiness – upon alert

- > Liaise with Communications Team & CSW to increase media messages to staff and public and especially 'hard to reach' groups.
- > Implement Business Continuity

Public Health - Level 3 Heatwave Action – upon alert

- > Mobilise community and voluntary support
- > Issue level 3 media alerts about keeping cool to the public/internal staff and schools via the Communications team
- > Support organisations to reduce unnecessary travel

Public Health - Level 4 National Emergency – upon alert

- > Work with the Communication Team to continue to cascade any appropriate briefings, letter and advice sheets through appropriate channels to ensure staff and the wider public are aware of whom is at risk
- > Continue actions identified in levels 1 to 3

5.3 Managed Growth and Communities (namely Adult Care and Support, Children and Education) Action Card

Managed Growth and Communities – Level 0 Long Term Planning – All year
<ul style="list-style-type: none"> > Review Public Health arrangements against national guidance, local practice and lessons learnt > Develop systems to identify and improve resilience of high-risk individuals > Request an HHSRS assessment from EH for clients at particular risk > Encourage cycling/walking where possible to reduce heat levels and poor air quality > Work with commissioners to develop longer term plans to prepare for heatwaves > Make environmental improvements to provide a safe environment for clients in the event of a heatwave > Prepare business continuity plans to cover the event of a heatwave (e.g. storage of medicines, computer resilience) Work with partners and staff to raise awareness of the impacts of severe heat and on risk reduction awareness > Monitor levels of business continuity planning in care homes and review internal business continuity plans
Managed Growth and Communities - Level 1 Summer Preparedness – 01st June – 15th September
<ul style="list-style-type: none"> > Ensure care homes and hospitals are aware of the SMBC Heatwave plan and are engaged in preparing for heatwaves. Ensure other institutional establishments (e.g. private residential homes and schools) are aware of heatwave guidance > Identify high-risk individuals on your caseload and raise awareness of heat related illnesses and their prevention among clients and carers > Identify high risk clients
Managed Growth and Communities Level 2 Alert & Readiness – upon alert
<ul style="list-style-type: none"> > Cascade heatwave checklist to providers for high risk clients – see Appendix 7 > Communicate alerts to staff and make sure they are aware of heatwave plans > Communicate public media messages – especially hard to reach vulnerable groups Implement business continuity > Health and social care workers working in community, care homes and hospitals to consider and apply heatwave checklist as appropriate
Managed Growth and Communities - Level 3 Heatwave Action – upon alert
<ul style="list-style-type: none"> > Where carers are visiting more vulnerable people, remind the agency to give recommend advice and provide monitoring > Reconfirm key public health messages to clients > Carers to contact 111 or GP if concerned about a client's health > Activate plans to maintain business continuity – including a possible surge in demand > Ensure care staff can help and advise clients including access to cool rooms, close monitoring of vulnerable individuals, reducing internal temperatures through shading, turning of unnecessary lights/equipment, cooling building at night ensuring discharge planning takes
Managed Growth and Communities - Level 4 National Emergency
<ul style="list-style-type: none"> > Implement daily sit reps with all appropriate services to identify shortfalls and business continuity issues > Continue actions identified in levels 1 to 3


5.4 Communication Team Action Card

Communications Team – Level 0 Long Term Planning – All year
<ul style="list-style-type: none"> > With all responsible services, review generic public messages to be issued at each level of alert.
Communications Team - Level 1 Summer Preparedness 01st June – 15th September
<ul style="list-style-type: none"> > Work with partners and staff on risk-reduction awareness (e.g. key public health messages), using a variety of methods to maximise dissemination > Issue Level 1 summer preparedness messages on website and intranet as well as Facebook and Twitter
Communications Team - Level 2 Alert & Readiness – upon alert
<ul style="list-style-type: none"> > Issue Level 2 alert & readiness message on website and intranet as well as Facebook and twitter > Implement Business continuity
Communications Team - Level 3 Heatwave Action – upon alert
<ul style="list-style-type: none"> > Issue Level 3 heatwave action message and ensure it is on the website and intranet as well as Facebook and twitter. > Take part in any teleconferences to discuss actions during Level 3.
Communications Team - Level 4 National Emergency – upon alert
<ul style="list-style-type: none"> > If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan > Work with all service areas to ensure appropriate updates, briefings and advice are being cascaded through appropriate channels > Continue actions identified in levels 1 to 3


5.5 District Nursing and Health Visitor Teams Action Card

District Nursing and Health Visitor Team - Level 0 Long Term Planning – All year
<ul style="list-style-type: none"> > Prepare business continuity plans to cover the event of a heatwave (e.g. storage of medicines, computer resilience) Work with partners and staff to raise awareness of the impacts of severe heat and on risk reduction awareness > Ensure district nurses and health visitors (DNs/HVs) are briefed on the principles and core elements of the national Heatwave Plan. > Be familiar with the principles and core elements of the national Heatwave Plan
District Nursing and Health Visitor Team - Level 1 Summer Preparedness – 01st June – 15th September
<ul style="list-style-type: none"> > Identify a list of clients at risk during a heatwave > Be familiar with the heatwave advice leaflet and give copies to your clients as appropriate > As clients come onto your caseload and are assessed, consider their vulnerability to adverse weather conditions, add them to your at-risk list and consider referring them to the local authority health practitioner for assessment on health and housing (HHSRS)
District Nursing and Health Visitor Team - Level 2 Alert & Readiness – upon alert
<ul style="list-style-type: none"> > Continue all level 1 actions > Leads to contact DNs/HVs and instruct them to prioritise their current list of clients at risk > Make provision for surge capacity > DNs/HVs to construct priority list from caseload of those requiring daily contact in a heatwave. Some clients, especially the elderly, may be visited by more than one agency – where possible when staff are stretched agree to avoid duplicate contacts/visits; and determine what nonessential activities could cease
District Nursing and Health Visitor Team - Level 3 Heatwave Action – upon alert
<ul style="list-style-type: none"> > Continue all level 2 actions > Use all available resources to maximise frontline DN/HV capacity. If this is not sufficient, notify emergency planning > Cease non-essential activities > Leads to require DNs/HVs to make daily contact with clients at risk and make daily situation report > Collate situation reports and forward summary to emergency planners > Be prepared to receive and utilise community volunteers
District Nursing and Health Visitor Team - Level 4 National Emergency – upon alert
<ul style="list-style-type: none"> > Continue all level 3 actions and work as part of a multi-agency response > Receive and utilise community volunteers > Situation reports might be requested more frequently than once a day by emergency planners, who will be reporting to major incident partners.

Appendix 6 Heatwave Checklist for Care at Home Providers

Action	
<p>Reconfirm key public health messages to those you are providing a service to:</p> <ul style="list-style-type: none"> ✓ Drink cold non-alcoholic drinks regularly (even where the person doesn't feel like drinking it is important to replace lost fluids) ✓ Stay out of the sun between 11am – 3pm ✓ Wear light, loose cotton clothing ✓ Avoid strenuous activity ✓ Eat regularly even if you are not hungry, best foods are those that are water based – salads, fruit and vegetables ✓ Be careful that food is kept at the correct temperatures ✓ Have cool showers or baths ✓ Plan appointments or errands for the coolest hours ✓ Ensure you have enough medication and food to last if the heatwave is prolonged ✓ Turn off non-essential electrical items and lights ✓ Find the coolest room in your home and spend your time in that room 	
<p>Check room temperature if visiting, the room the person is spending most of their time should be below 26°C</p>	
<p>Ensure adequate staffing</p>	
<p>Review and prioritise high risk people</p>	
<p>Seek early medical help if a person becomes unwell</p> <p>Early signs of dehydration:</p> <ul style="list-style-type: none"> • feeling thirsty • dark yellow and strong smelling pee • feeling dizzy or lightheaded • feeling tired • dry mouth, lips and eyes • urinating little, and fewer than 4 times a day <p>Urgent medical attention is required if the person:</p> <ul style="list-style-type: none"> • is unusually tired • is confused and disorientated • is continually dizzy after standing up • hasn't urinated for 8 hours • has a weak or rapid pulse • has a fit or seizure 	

Appendix 7 – Heatwave Checklist for Care Homes

Action	
<p>Ensure key public health messages are adhered to. You should enable your residents to:</p> <ul style="list-style-type: none"> ✓ Drink cold non-alcoholic drinks regularly (even where the person doesn't feel like drinking it is important to replace lost fluids) ✓ Stay out of the sun between 11am – 3pm ✓ Wear light, loose cotton clothing ✓ Avoid strenuous activity ✓ Eat regularly even if they are not hungry, best foods are those that are water based – salads, fruit and vegetables ✓ Have cool showers or baths ✓ Plan appointments for the coolest hours 	
<p>You should:</p> <ul style="list-style-type: none"> ✓ Ensure adequate staffing ✓ Check indoor temperatures are recorded regularly during the hottest periods for all areas where patients reside, room temperature should not exceed 26°C ✓ Move residents to cooler rooms or cooler areas of the building ✓ Consider weighing clients regularly to identify dehydration and rescheduling physio or activities to cooler hours ✓ Ensure the availability of cold water and ice 	
<p>Regularly review and prioritise high risk residents</p>	
<p>Seek early medical help if a person becomes unwell</p> <p>Early signs of dehydration:</p> <ul style="list-style-type: none"> • feeling thirsty • dark yellow and strong smelling pee • feeling dizzy or lightheaded • feeling tired • dry mouth, lips and eyes • urinating little, and fewer than 4 times a day <p>Urgent medical attention is required if the person:</p> <ul style="list-style-type: none"> • is unusually tired • is confused and disorientated • is continually dizzy after standing up • hasn't urinated for 8 hours • has a weak or rapid pulse • has a fit or seizure 	

