UK Health Security Agency

Heat-Health Alert summary action card for services delivering care to people in their homes

This is a summary of the suggested actions for managers in this setting at each alert level. Check the Heat-Health Alert action card for health and social care providers for more detail including what to do before summer, and adapt actions for your service as appropriate.

Summary actions for a yellow alert

- ☐ Conduct a local risk assessment for hot weather in your area and your organisation's response to it, consulting the Heat-Health Alert guidance and full action card
- ☐ Confirm that staff are aware of business continuity and hot weather plans and have received the Heat-Health Alert. Share them with staff if they have not received them
- ☐ Share and explain the importance of Beat the heat messages to clients, staff and commissioners, including raising awareness of heat-illness signs and prevention
- ☐ Ensure staff advise clients on how to keep cool (for example, by closing windows when it is hottest and opening windows when it is cooler outside, such as at night)
- ☐ Give staff access to a thermometer. Check they know how to record and escalate concerns
- ☐ Ensure staff are making home checks (room temperature, medication storage, food and water supplies) when visiting clients. Add these to your work management system
- ☐ Ensure staff actively monitor high-risk individuals during hot weather episodes, and check these individuals have visitor or phone-call arrangements in place
- ☐ Assess staffing levels, recognising possible increased client needs in hot weather
- ☐ Encourage and enable staff to carry water and stay hydrated and to report concerns about their own health promptly

Summary actions for an amber alert

- ☐ Continue yellow alert actions
- ☐ Follow local business continuity and/or hot weather plans
- ☐ Ensure that staff monitor the temperature of at-risk individuals and their environment
- ☐ Advise staff and clients to raise concerns promptly, as heat illnesses can worsen fast
- ☐ Increase volume and frequency of Beat the heat advice to staff and clients

Summary actions for a red alert

- ☐ Continue amber alert actions
- ☐ Follow all local emergency response plans and continue to monitor the current situation by checking the weather alerts or local news
- ☐ Actively monitor all clients during hot weather episodes and monitor compliance with actions to keep living areas as cool as possible and cool rooms or areas below 26°C