



NEW DIRECTION SUPPORT



# HOT WEATHER PLAN



.....  
AFFILIATE  
ORGANISATION

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# Risk Assessment & Monitoring

New Direction recognises that during periods of hot weather, the people we support, and our employees are at risk from dehydration, heatstroke, heat exhaustion and sunburn, and that this can lead to severe health complications, and even fatalities.

With correct planning, impact to health and fatalities are entirely preventable.

Due to the ever-changing nature of the weather in Plymouth (and climate change on the whole), and the diverse needs of the people we support, we have registered with UKHSA to receive weather alerts / warnings sent to both our main email address.

This alert system, provides bandings for the risk levels as follows:

**Green** – Minimal impact on health so business as usual, be prepared for this to change

**Yellow** – Most people will not be impacted on, but weather could impact on vulnerable people

**Amber** – Impact of weather likely to be felt across the service, general population also at risk. A more coordinated response may be required

**Red** – Risk to life (even within healthy population)

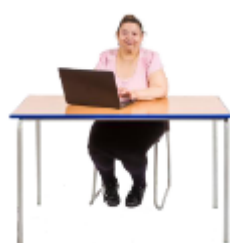
Risk Matrix

| Likelihood | >90%   | 4        | 8   | 13     | 16   |
|------------|--------|----------|-----|--------|------|
|            | 60-89% | 3        | 7   | 12     | 15   |
|            | 30-59% | 2        | 6   | 10     | 14   |
|            | <30%   | 1        | 5   | 9      | 11   |
|            |        | Very Low | Low | Medium | High |
|            |        | Impact   |     |        |      |

This weather warning system is assessed on a number of factors, including:

- Who will be at most risk
- Duration of the hot weather
- Likelihood of escalation
- How many regions in the UK have been affected
- Other natural events that add to the risk i.e. wildfires, drought or floods
- The impact that heat will have on health services i.e. 111 and ambulances
- The impact on infrastructure i.e. roads and rail lines, power outages and other utility issues

[Click here to view the current weather status](#) (or scan the QR code below)



# Organisational Preparedness

## **Green**

When the alert level is green, New Direction will be in a state of preparedness for hot weather, especially during the summer months.

We have signed up with UKHSA for alerts, created a hot weather plan which everyone is aware of and knows how to access, and we also have a business continuity plan in place which ensures we are ready in case anything changes.

The organisational risk register is reviewed monthly, and helps to quickly identify those most at risk, and each person we support has a hot weather risk assessment in place to ensure that the organisations response to people is individualised.

## **Yellow / Amber**

Once the alert level reaches yellow / amber, we will take immediate action due to the vulnerabilities of many of the people we support, while also continuing to monitor and assess staffing levels as part of the business continuity plan.

New Direction will send frequent reminders out to staff for them to follow the guidance outlined in this plan, and then managers will monitor to ensure the guidance is being followed. 'Beat the Heat' guidance will be shared with the people we support, and managers will ensure that people have a stock of medication and food, and that medication is stored safely (as most medication needs to be stored below 25°C).

New Direction will ensure that staff are aware to raise concerns promptly if they have any, ensuring people get the support they need in a timely manner.

## **Red**

New Direction will continue to follow all of the actions set out within yellow and amber alert level, but also closely monitor the current situation and follow local emergency response plans.

Staff and managers will actively monitor that guidance from this place is being followed, and raise concerns with senior management immediately if they have them.



# Who is at risk?

Anyone can be at risk during hot weather, but some people have vulnerabilities that can increase the impact of hot weather though health, behaviour or environmental factors.

New Direction ensures that everyone we support have individual hot weather risk assessments for each person we support.

As a general rule, those considered at higher risk of harm will be:

- People aged 65 and over
- Babies and young children (5 years old and under)
- People with underlying health issues, such as heart problems, diabetes, dementia
- People with mobility issues
- People taking certain medicines
- People with mental health conditions
- People who might not follow guidance i.e. not staying hydrated, or declining sunscreen
- People who spend a lot of time outdoors
- People who are ill i.e. vomiting or diarrhoea
- People with alcohol or drug dependence
- Homeless people
- People who live alone or who are unable to care for themselves



# Being prepared for hot weather

People are supported / encouraged to have:



Thermometers in their home so that the temperature can be monitored and also monitoring for weather alerts



An adequate supply of appropriate suncream in stock



Appropriate clothing and accessories



Cooling wipes or cold packs in stock (*dependent on allergies and medication contraindications*)



Suitable storage for medication (below 25°C)



A freestanding electric fan or air conditioning unit



Their home environment arranged so that people have access to shade, and adequate ventilation



An adequate supply of fluids, including some bottled water



Alternative plans if a planned activity involves being out under the direct sun for a long period between 11am – 3pm

# Hot Weather Guidance

## Stay Hydrated

The NHS have produced [useful guidance](#) around staying hydrated.

People should be drinking regularly during the day (at least 6 – 8 cups or glasses of fluid).

Water, diluted squash and low-fat milk are all good options.

Fruit juice, smoothies and carbonated drinks can be high in sugar which dehydrates the body, so where possible swap out sugary drinks for diet or sugar-free or no-added sugar varieties.

When going out, ensure people have a refillable bottle of water – making sure to take extra if using public transport or going on a car journey.

Encourage people to limit alcohol intake, or choose alcohol-free options.

If someone is fasting, they should ensure to drink adequately before this begins, and follow the guidance on keeping cool and preventing dehydration.

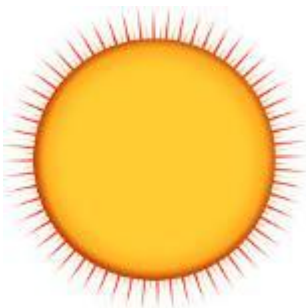


## Minimise Exposure to the Sun

Where possible, stay out of the sun between 11am and 3pm.

Plan physical activities for cooler times of day such as morning or evening.

Support people with their alternative plans to avoid disappointment (see being prepared section on page 6).



## Protection from the Sun

If there is no choice but to be out in the sun then encourage the person to limit the amount of time as much as possible.

Encourage people to be in the shade, especially between 11am – 3pm.

Support people to wear light-fitting, loose, light-coloured clothing.

Encourage people to wear wide-brimmed hats to protect face, eyes, nose, ears and neck.

Encourage people to wear wrap-around or wide arm sunglasses

Support people to apply suncream frequently and generously across exposed skin (at least SPF30).

Avoid hot enclosed spaces i.e. stationary cars



## Make the Person's Home Safe & Comfortable

Close windows and curtains / blinds in rooms that are facing the sun

Move to a cooler part of the house, especially for sleeping

Turn on a fan / air conditioning unit if the person has this available to them (but avoid this being directly aimed at the person's body as this can cause dehydration)

Turn off lights and electrical equipment that are not in use and check heating is turned off

Ensure the person has adequate fluids and use cooling wipes or cold packs

Remove unnecessary clothing such as jackets or socks

Open windows if it is hotter inside the property than it is outside i.e. at night to get the air flowing

Consider supporting the person to public buildings where the temperature might be cooler i.e. supermarkets, libraries and churches



# Recognising Heat Exhaustion & Heatstroke



## Heat Exhaustion

Heat exhaustion happens when the body over-heats and can't cool down, medical help isn't needed if the person manages to cool down within 30 minutes.

Symptoms of heat exhaustion include:

- ✓ Tiredness / weakness
- ✓ Heat rash
- ✓ Feeling faint / dizzy
- ✓ Headache
- ✓ Muscle cramps
- ✓ Feeling sick (or being sick)
- ✓ Heavy sweating / skin pale & clammy
- ✓ Intense thirst



## Heatstroke

Heatstroke is where the body is no longer able to cool down and body temperature becomes dangerously high.

Symptoms of heatstroke include:

- ✓ Confusion
- ✓ Lack of coordination
- ✓ Fast heartbeat
- ✓ Fast breathing or shortness of breath
- ✓ Hot skin (that isn't sweating)
- ✓ Seizures



Heatstroke is a medical emergency, if you believe a person has heatstroke you need to **call 999** and then support the person to cool down



# Responding to Heat Exhaustion & Heatstroke

If someone is showing symptoms of heat exhaustion, you will need to support them to cool down, you can do this by:



Encourage the person to remove unnecessary clothes i.e. jackets, shoes and socks



Encourage the person to drink a rehydrating drink i.e. sports drink, or cool water



Support the person to cool their skin using cold packs, cooling wipes or using a sponge / flannel soaked with water



The person should cool down within 30 minutes if these steps are followed

## Contact 111 if:

- you or someone else have symptoms of heat exhaustion that you're struggling to treat or you need advice about

You can call 111 or [get help from 111 online](#).

## Call 999 now if:

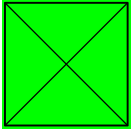
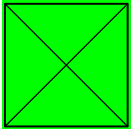
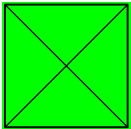
You or someone else have signs of heatstroke, including:

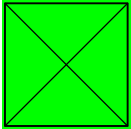
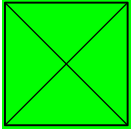
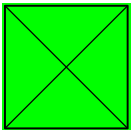
- still unwell after 30 minutes of resting in a cool place, being cooled and drinking fluids
- a very high temperature
- hot skin that's not sweating and might look red (this can be harder to see on brown and black skin)
- a fast heartbeat
- fast breathing or shortness of breath
- confusion and lack of coordination
- a seizure or fit
- loss of consciousness

Put the person in the [recovery position](#) if they lose consciousness while you're waiting for help.

# Checklist: Are We Doing It?

## 1. Hot Weather Checklist

| What should we be doing?                                               | How can we do it?                                                                                                                                                                                                                                                                                                                                                                                                                                       | Are we doing it?                                                                      |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Have suitable guidance and plans in preparation for hot weather</b> | <p>Have a hot weather plan in place and regularly review</p> <p>Have a business continuity plan in place and regularly review</p> <p>Have a risk register in place and regularly review</p> <p>Each service user to have an individualised hot weather risk assessment</p> <p>Sign up to UKHSA weather alerts notification system</p>                                                                                                                   |    |
| <b>Share guidance</b>                                                  | <p>Hot weather plan accessible to all stakeholders</p> <p>Individualised hot weather risk assessments available to staff supporting each service user, ensuring the most vulnerable are safeguarded from harm</p> <p>Hot weather plan to be shared when the organisation is notified of yellow, amber or red status by UKHSA</p> <p>Discuss the hot weather plan in team meetings / supervisions (especially during summer months)</p>                  |  |
| <b>Prepare resources</b>                                               | <p>Managers and staff to ensure that:</p> <ul style="list-style-type: none"> <li>• Each person has a thermometer in their home</li> <li>• There is an adequate supply of suncream in stock</li> <li>• People have appropriate clothing and accessories for hot weather</li> <li>• People have access to cooling wipes or cold packs (where they will accept this)</li> <li>• That there is suitable cool storage (below 25°C) for medication</li> </ul> |  |

|                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                       |
|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                                                                          | <ul style="list-style-type: none"> <li>• People have access to an electric fan</li> <li>• That people's homes have adequate amount of shade and ventilation</li> <li>• People have adequate supply of fluids, including bottled water</li> </ul>                                                                                                                                                        |                                                                                       |
| <b>Understand and respond to signs of heat exhaustion and heatstroke</b> | <p>Hot weather plan in place contains signs of heat exhaustion and heatstroke, and is shared with support staff</p> <p>Managers ensure monitor to ensure that staff follow the guidance within the hot weather plan</p> <p>Hot weather plan is discussed in team meetings and supervisions, including signs of heat exhaustion and heatstroke, and how to respond if someone is showing these signs</p> |    |
| <b>Work in partnership</b>                                               | <p>Work in partnership with local authority, health service and CQC to ensure relevant information is shared in a timely manner</p> <p>Work alongside local authority to implement the emergency response plan once this has been activated</p> <p>Raise concerns with the local authority if there are unmanaged risks</p> <p>Work in partnership with other providers locally and nationally</p>      |  |
| <b>Review hot weather plan effectiveness</b>                             | <p>Undertake regular reviews of how the service is managing hot weather</p> <p>Reflect on any previous lessons learned</p> <p>Be honest and open about where the organisation could do better</p> <p>Involve employees, the people we support and other stakeholders i.e., relatives</p>                                                                                                                |  |

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