



Sustainability In Social Care: Saving Money, Strengthening Compliance & Building Resilience

The Webinar will begin shortly

Welcome

Sustainability in Social Care

Date: 21 July 2026

Your Host: Peter Bullen



Housekeeping (Virtual)



COMFORT BREAKS



BEHAVIOUR



TECHNOLOGY



TIME KEEPING



CONFIDENTIALITY



STRUCTURE



ASK QUESTIONS



KEEP LEARNING

Jessica Bentley

Business Development Programme Manager

HCPA

Sustainability is no longer simply about protecting the environment; it is about protecting your service.

Providers who embed sustainability into governance and business continuity planning will be better positioned to manage risk, reduce costs, demonstrate strong leadership and deliver safe, high-quality care.

Regulation Requirements

- The Care Quality Commission (CQC) is **not actively inspecting or scoring** adult social care providers on the environmental sustainability quality statement at this stage.
- However, CQC **is actively developing its approach** to environmental sustainability in the future

Regulation Requirements

Good Governance (Regulation 17):

- Environmental considerations (like extreme weather planning, estate efficiencies, and waste reduction) are being absorbed as prompts into wider Well-Led key question metrics.

Local Authority Contracts:

- Even if the CQC isn't actively grading it, local authorities heavily audit environmental sustainability under the Social Value sections of their procurement contracts.

Well led

- Sustainability sits within the Well-Led domain
- Providers should see sustainability not as an environmental initiative alone, but as a leadership responsibility that supports safe, effective and sustainable care

**Keep up
to date**

<https://www.cqc.org.uk/guidance-regulation/providers/assessment/single-assessment-framework/well-led/environmental-sustainability>

[What Would It Take To Climate-proof Health and Social Care? | The King's Fund | The King's Fund](#)

Business Continuity Planning

A Business Continuity Plan (BCP) outlines how your service will maintain essential operations, such as medication administration, food provision, and systems and network connectivity, during a disruption.

It must detail risk assessments, staff redeployment, emergency communication strategies, and relocation agreements, and be routinely tested to ensure regulatory compliance.

BCP

Areas that link to sustainability

- Utilities
- Adverse weather/heat waves/flooding
- Delays In Pharmacy Prescription/ Medication being ordered or received
- Financial problems
- Key person long term injury/hospitalisation or death



Business
Development
Business Continuity
Planning

- The HCPA BCP Tool was developed as a result of a HCC led steering group and meet their monitoring standards
- Our BCP is social care specific and has integrated many of the challenges faced by providers
- Providers get 8x 1hour weekly support sessions to complete their BCP or we have a 'How To' video series so you can work on at your own pace
- Providers have received good feedback from regulators when they have completed the support and developed a robust BCP



Business Continuity Plan Toolkit for Care Providers

DOCUMENT CONTROL INFORMATION

Name of service	<Enter company name>
Author/ Lead	<Enter full name>
Version Number	<Enter version number>
Date of Last Review/ Update	<Enter date and state if it was just reviewed or if it was updated>
Date of Next Review	<Enter date>
Review Frequency	<This should be annual and as and when. Best practice would be every quarter to ensure key information is updated>
Testing Exercises	List 4 planned testing exercises for potential BCP threats that could occur in the year <Be specific: Provide a timeline for when your BCP will be tested and how i.e. desktop as well as real life i.e. periodic fire drills (specify frequency)> e.g. January: Fire Drill - Full Mock evacuation, residents and staff. e.g. October: Test adverse weather threat, this will be tested within a monthly team meeting as a desktop exercise Note: be strategic, test scenarios based on the time that they are likely to occur

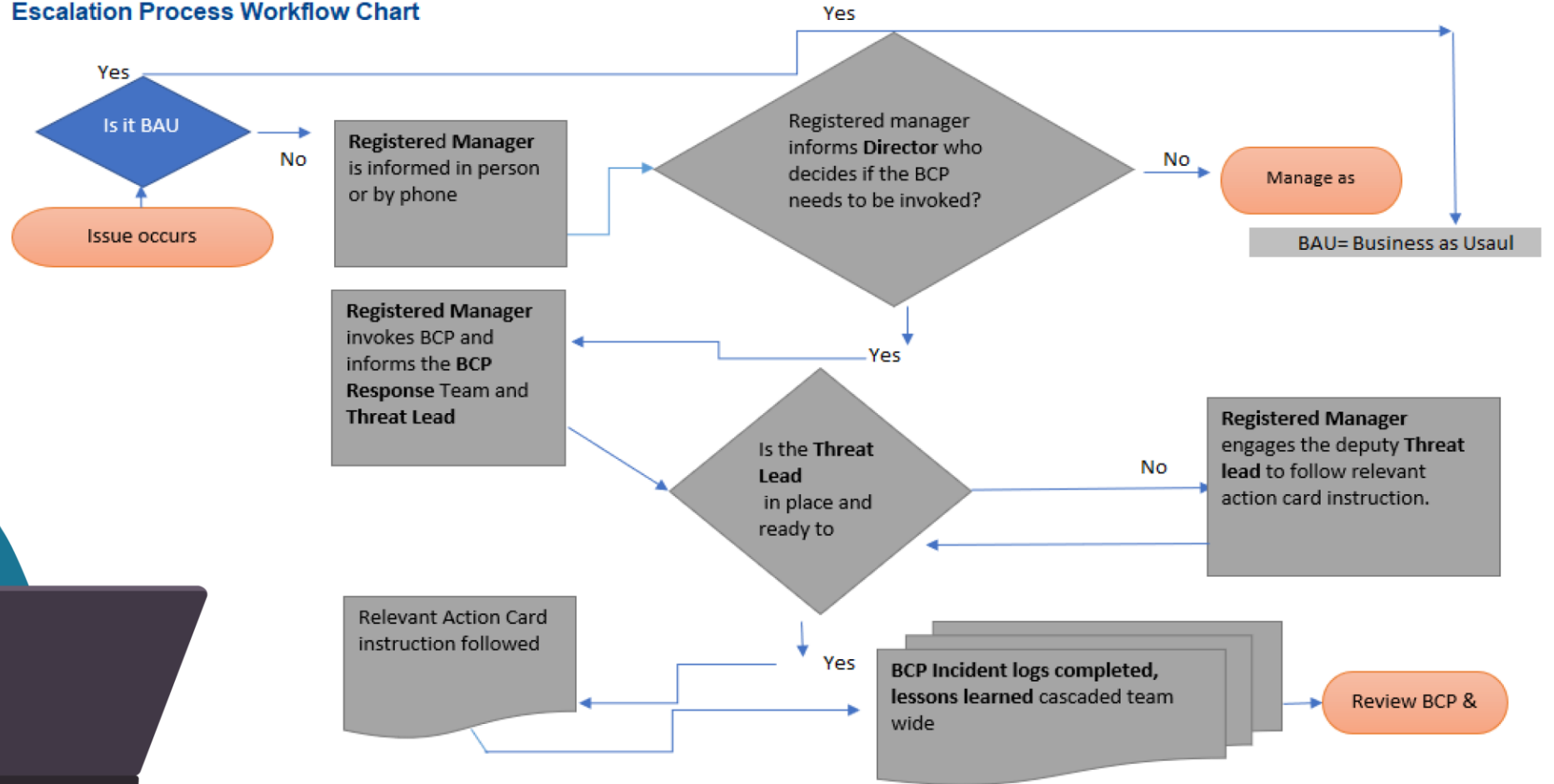
- Grab Bag Checklist
- BCP Master
- Testing/Incident Log
- Action Cards



A stylized illustration of a woman with brown hair in a bun, wearing a red jacket over a white shirt and dark pants, sitting cross-legged on a blue mat and using a laptop. To her left is a yellow and white striped wall.



Escalation Process Workflow Chart





Organisation - Be specific, include their name here	Primary Contact Name (if known)	Contact Number (Office and Mobile)	Policy/ Reference Number	How often is the arrangement reviewed
Insurance Company - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Transportation - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate Accommodation - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Catering - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate Catering - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
PPE Supplies - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate PPE Supplies - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Equipment Supplies and Servicing - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Temporary/ Staffing Agency - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Pharmacy & Alternate Pharmacy if needed - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
IT Support - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Gas Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Electricity Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Internet Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	





Action Card Gas Leak		
Triger/s	<State triggers e.g. smell gas>	
	Weekdays 9am-2pm Maintenance Person To Take Control of Incident	
Step	Procedure if you smell gas:	
Step 1	If you smell gas	
Step 2	Do not turn on/off light switches or anything else that may cause a spark	
Step 3	Check the gas isn't left on in the kitchen. If it is, turn off and open windows	
Step 4	If cause is unknown, turn main gas supply off. This is located in the cupboard under the staircase	
Step 5	Open windows, close fire doors and move residents in the vicinity to the fire zones which is : <enter detail of where that is, which should be away from the affected area>	
Step 6	The heating will stop working. Follow the Power supply failure plan to ensure residents are kept warm- do not use electric heaters in the zones where the gas is (boiler room, kitchen, laundry room and the rooms directly above these as an example)	
Step 7	If the above has not rectified the issue, Call the Gas Emergency Number <enter the number i.e. 0800 111 999> and advise them that there is a gas leak	
Step 8	Do Not smoke or use any flames within the home	
Step 9	Inform the oncall manager of the situation <enter their name and contact details>	
Step 10	Procedure for restarting the boiler: once the gas company has advised that it save to do so, restart the boiler -Flashing blue light indicates that the boiler has cut out -Step1 - Pull down the front flap -Step 2 - turn the dial anti-clockwise (until it clicks) to reset position for 10 seconds -Step 3 - Wait till the boiler restarts, a blue light should be on continuously along with a small green light. The boiler should now be reset, if it is not, repeat step 1-3.	
Step 11	Incident close down procedure: BCP lead ensures that the incident has been logged, conducts a debrief and discusses lessons learnt and reviews the BCP if required	Generic
Step 12	Communication: Thank the team that have helped, learning shared with wider team including service users and their families or friends	Generic



What are providers saying?

Business Continuity Planning

We have a brand new BCP in place, which is much more user friendly and detailed than what we had in place previously.

- NOUVITA



Practical actions you can take now

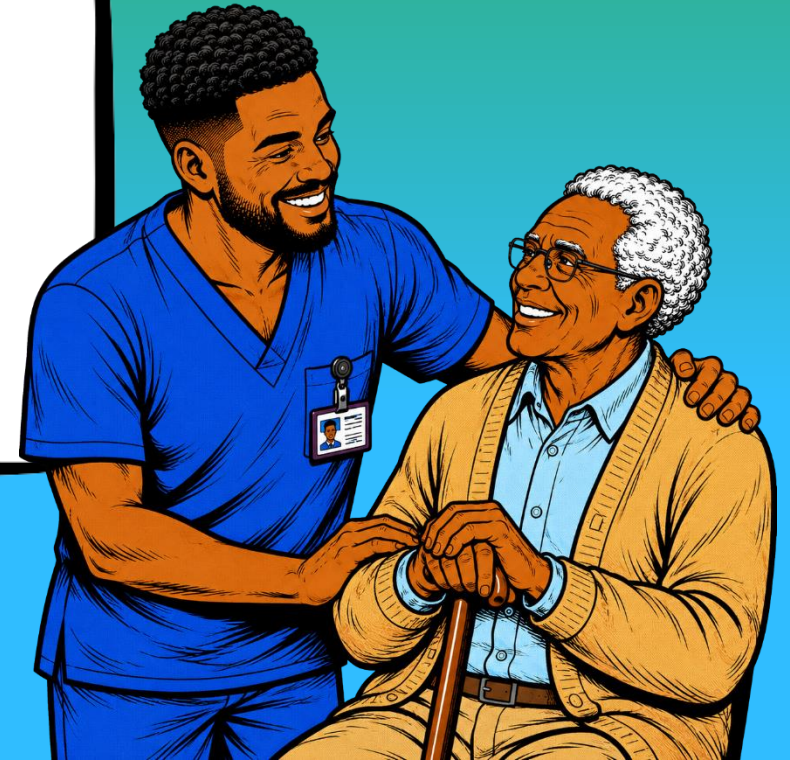
Identify a few achievable improvements, such as:

- Energy-saving measures
- Waste reduction
- Backup internet and IT systems
- Climate-related risk assessments
- Regular BCP testing exercises

Stuart Bell

**Group Sales and Strategy Director
Blizzard Group**

Sustainability In Social Care





About Us



✓ Established 2008 – Blizzard Telecom

✓ Based in Hemel Hempstead, Hertfordshire

✓ Communications provider

✓ Utilities & Sustainability consultant

✓ Premier supplier status with main providers

✓ End-to-end support: pre-sales to payment collections

✓ 24/7 UK-based support (Communications)



Our portfolio

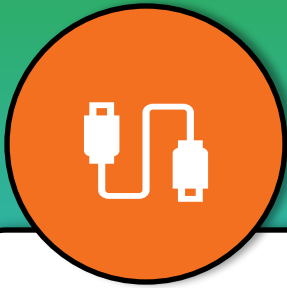


Telecoms

- ✓ UCAAS
- ✓ SIP
- ✓ AI Services

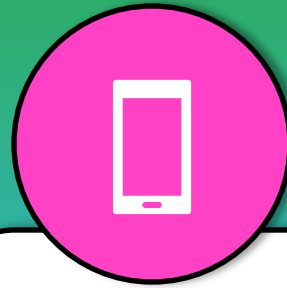
CCTV

- ✓ Cameras
- ✓ Door entry



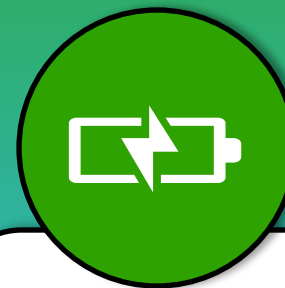
Connectivity

- ✓ Broadband
- ✓ Ethernet
- ✓ Satellite
- ✓ Data/IOT SIMs
- ✓ Routers & Firewalls
- ✓ WiFi/Cabling



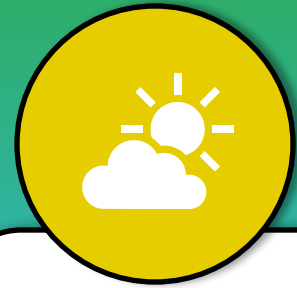
SIMs

- ✓ Mobile SIMs
- ✓ Data SIMS
- ✓ Hardware
- ✓ MDM



Utilities

- ✓ Gas
- ✓ Electricity
- ✓ Water



Sustainability

- ✓ EPC
- ✓ Waste
- ✓ EV
- ✓ Solar
- ✓ SolaaS
- ✓ ESOS & SECR
- ✓ Carbon Credits



Sustainability as a Financial Strategy

Adult social care providers are operating in a context of structural cost inflations, including:

- ✓ Energy prices
- ✓ Food & consumables
- ✓ Staffing costs
- ✓ Waste disposal

How sustainability supports operations:

- ✓ Efficient building
- ✓ Digital systems
- ✓ Smarter resource use

Sustainability is now about operational efficiency and workforce support, not just environmental responsibility.





Sustainability & CQC

- ✓ Environmental sustainability leads to well-led services
- ✓ Governance and preparation for future inspections
- ✓ Action now, evidence strong leadership
- ✓ Resource awareness & proactive approach to improvement





Innovation in action



Solar



Utilities



Waste



EV Charging



**Connectivity -
Back-Up**



**Connectivity -
WiFi**



AI Services



**CCTV/
Door Entry**



**Certification &
Compliance**





Solar as a service (solaas)





Solar as a service (solaas)

Details:

- ✓ CAPEX free, contracted leasing arrangement with provider (typically 15 - 20 years)
- ✓ Suitable for care homes with a large roof space roof space and at least a medium-level energy usage
- ✓ NOT SMEs/small offices
- ✓ Not suitable for landlord owned premises
- ✓ The service includes installation, retaining ownership and maintenance of the panels at no cost to the care home

Care Home Benefits:

- ✓ Savings from day 1
- ✓ Very low price of electricity; less reliance on grid
- ✓ CAPEX options available





Case study: Bedfordshire care home

✓ Wanted solar but had limited CAPEX available

✓ Paying > £40k a year on electricity

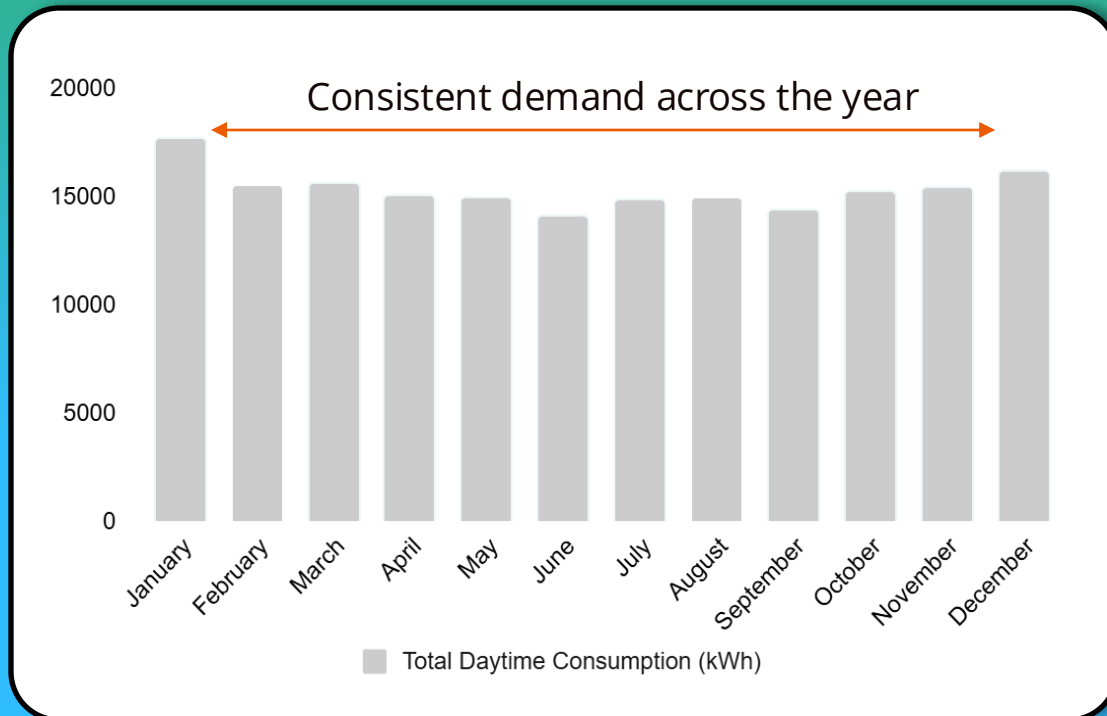
✓ Sought to reduce carbon impact





Care Home Day TIME Demand

Energy bills are a drain on budgets, have risen **6% YoY** the last **15 years** and are easily impacted by global events.



**Current
Demand**

**Current
Rate**

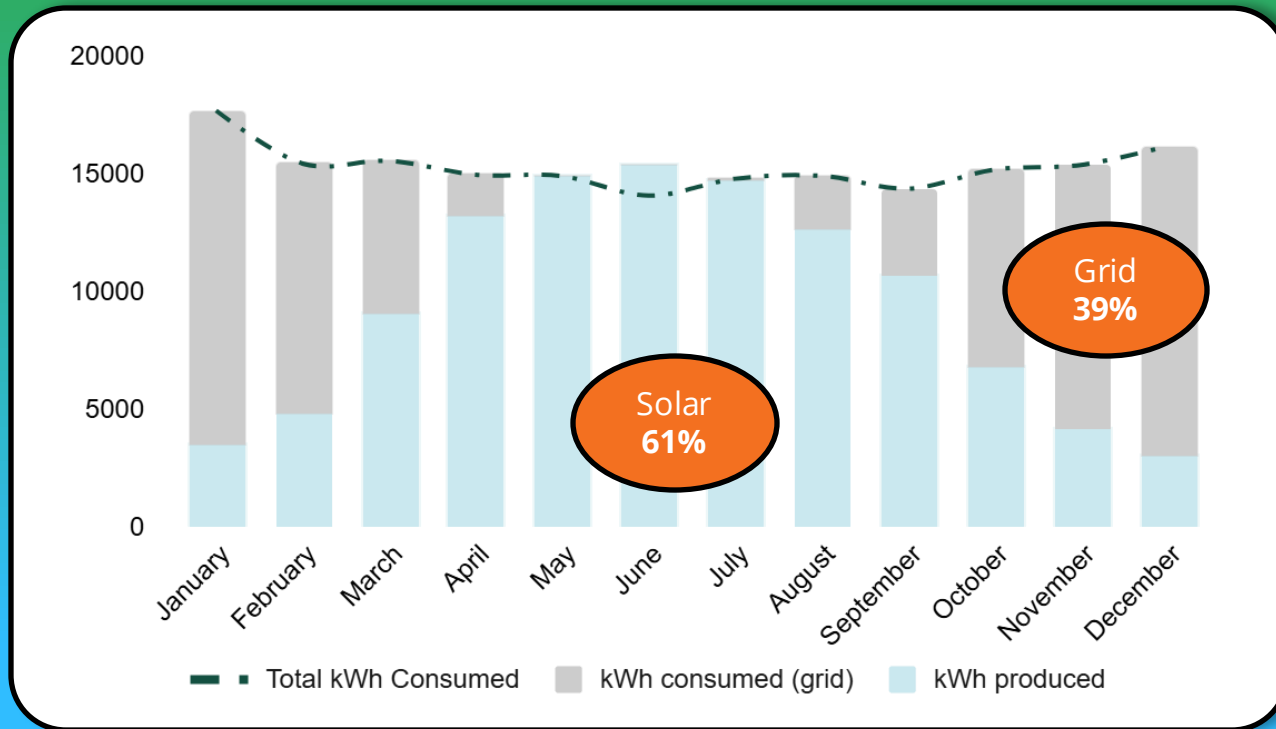
**Current
Bill**

$$183,559 \text{ kWh} \times £0.221 = £40,623$$

We analyse half-hourly interval data and energy bills, painting a picture of the daytime power requirements and associated costs and look to offset as much as we can with solar energy generated on site.



Care Home Day Time Demand



Annual Production: **112,854 kWh**
Annual Consumed: **985,186 kWh**



The example **113 kWp** array will generate **61%** of daytime consumption, but limit excess generation.



The savings are immediate and rates fixed

The rate paid for the solar generated electricity remains fixed for the full term of the agreement:
Securing a rate now that will offer ever increasing savings as grid rates rise

Typically a PPA rate will range between £0.11 - £0.17 depending on your self-consumption, orientation, and roof type

Agreement Length	Contract Rate per kWh	Rate Saving	First Year Saving	Full-Term Savings
20 Years	£0.135	39%	£7,381	£394,923

A **113 kWp** solar array annually delivering **112,854 kWh**.

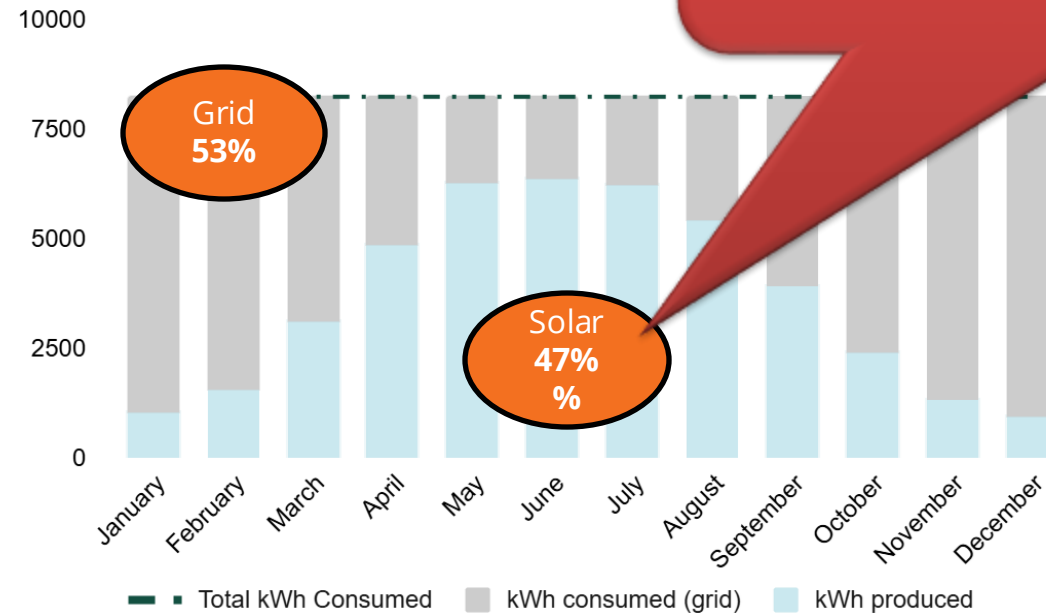


The “free solar” will generate **61%** of electricity for the care home



Case Study 2 – Low Consumption

Annual Production: **46,942 kWh**
Annual Consumed: **43,566 kWh**



Year 1 Saving - £5,472
Total saving 20 years £109,440

The example **50 kWp** array will generate **47%** of daytime consumption, but limit excess generation.



Utilities





Gas, Electricity & Water Procurement

Blizzard for Business, your energy & water consultants

- ✓ Agreements with top UK suppliers
- ✓ We manage over £100m of energy expenditure per year
- ✓ How it works
 - ✓ Simply provide us with your energy details
 - ✓ We review the market for you to identify the best rates
 - ✓ Agree the best time to contract





Waste





Waste Management

70% of businesses
are **overpaying** for
waste collection.
Savings of up
to **40%** can be
made!



CQC Waste Management Statement: "Providers must have effective arrangements for the safe segregation, storage, handling and disposal of waste to minimise risks of infection, injury and harm and to maintain a clean and safe environment."



waste

**Additional bin lifts upon request
e.g. during localised infections,
PPE equipment etc**



General Waste



Mixed Recycling



Food Waste



Glass Waste



Cardboard Waste



Washroom Services



Confidential Waste



**Offensive Clinical
Waste**



**Hazardous Clinical
Waste**



Sharps Disposal



EV Charging





There is no single, explicit “CQC policy” specifically about EV charging points in care settings. Instead, the Care Quality Commission regulates this under its **existing safety, premises, and risk-management requirements.**

In practice, EV charging is judged through broader rules on **fire safety, electrical safety, and safe premises.**



CQC’s view – **EV charging is acceptable and increasingly expected**





Why have EV charging?

- ✓ Encourages visitors to attend the home for family visits
- ✓ Can form part of the reason why the home is chosen – WiFi in coffee shops 10 years ago
- ✓ Opportunity to earn income for the home/business from the charging – set the charge rate
- ✓ Will become important for staff recruitment – chargeable or part of individuals salary, becoming an everyday necessity
- ✓ Forms part of green credentials
- ✓ Available as CAPEX or lease
- ✓ Full installation and maintenance service package





Fuel: where to fill up

Petrol/diesel

- ✓ Stop, refuel, 5 mins, go!
- ✓ Where? Any main road out of your local town!

Electric

- ✓ Stop where?
- ✓ Stop for how long?
30+ mins
- ✓ Get a coffee, more cost!
- ✓ Charge before arriving at location – extra journey time

Electric: The Ideal

- ✓ Charge at home (overnight, low-rate charge) – infrastructure available?
- ✓ Charge at destination – care home
- ✓ Charge enroute?
Problems as previous



Convenience charging

Charge at home –
charge at destination

Visitors driving long
distances do not want to
arrive, then find a working
charger, dwell and then
continue their journey

Dwell time charging:
short visits, medium stay,
long stay/overnight





Charging types

**Staff – longer idle
time/overnight**

Domestic/ Workplace Charger

3.7kW – 7.4kW



Time to add 32km:
91 minutes

Range added per 10
minutes of charging:
3 km

Public Chargers

7.4kW – 22kW



Time to add 32km:
15 minutes

Range added per 10
minutes of charging:
21 km

First Fast Charger Infrastructure

Visitors



Time to add 32km:
7 minutes

Range added per 10
minutes of charging:
48 km

Ultra Fast Charger

175kW



Time to add 32km:
3 minutes

Range added per 10
minutes of charging:
170 km

HPC

Up to 350kW



Time to add 32km:
1 minute

Range added per 10
minutes of charging:
342 km



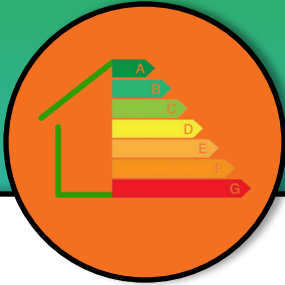
EV case study

- ✓ Three single port 7.4Kw AC Charges
- ✓ Power installation + crash protection barriers + signage
- ✓ 30-40 miles charge per hour
- ✓ Payment kiosk – contactless payments
- ✓ Care home retains 100% of charging revenues less:
 - Blizzard charge point operator fee of £0.05 + VAT per KWh, added on top of the tariff set by the care home
 - Merchant fees up to 1.99%
 - Electricity costs
- ✓ Charge for installation & charges £12,590 + VAT (**can be leased £275/month**), payback within **5 years**





Certification & compliance



EPC Assessments

Ensure compliance, cut costs and boost efficiency with our EPC assessments



ESOS

Mandatory energy audit, identify energy use and efficiency savings
(250 staff, annual turnover £44m+,
Balance sheet total £18m+)



SECR

Disclose energy consumption and carbon credits
(2 out of 3: 250+ staff, annual turnover £36m+
Balance sheet total £38m+)



Solar



Utilities



Waste



EV Charging



**Certification &
Compliance**

Free no obligation quote





Innovation in action



**Connectivity -
Back-Up**



**Connectivity -
WiFi**



AI Services



**CCTV/
Door Entry**





Connectivity





Connectivity outage

Care Delivery System - High Impact

Staff cannot:

- ✓ Access care plans
- ✓ Record observations
- ✓ Update risk assessments
- ✓ Compliance
- ✓ Residence experience

Electronic Care Planning (ECP)/Digital Care Records

Increases risk of:

- ✓ Missed care tasks
- ✓ Poor Handovers
- ✓ Documentation gaps (CQC risk)
- ✓ Medication errors
- ✓ Missed doses
- ✓ Audit trail disruption

 **Impact:** Direct effect on resident safety and regulatory compliance

Communication Systems

- ✓ Messaging platforms fail
- ✓ Digital handover systems fail
- ✓ Harder to coordinate shifts and urgent care needs
- ✓ Email disruption
- ✓ Reduced ability to:
 - Contact GPs, pharmacies, clinicians
 - Communicate with families
 - Audit trail disruption
- ✓ Phone system outage - 999



Connectivity outage

Operational & Administrative Systems

Staff cannot:

- ✓ Access rotas
- ✓ Log digital attendance
- ✓ Manage agency staffing
- ✓ Record observations
- ✓ Update risk assessments
- ✓ Compliance
- ✓ Residence experience

Compliance & Reporting

Unable to:

- ✓ Log incidents in real time
- ✓ Submit notifications (e.g. safeguarding, CQC events)
- ✓ Quality audit paused or lost
- ✓ Evidence for inspections becomes fragmented

 **Impact:** Weakens “well-led” and “safe” CQC domains

Resident Quality of Life Services

- ✓ Streaming TV, music
- ✓ Video calls with family
- ✓ Digital activities
- ✓ Personal devices
- ✓ Reduced independence and social

 **Impact:** Emotional wellbeing declines, especially in long outages



Connectivity resilience

Failover Services: Back up service to existing connectivity, can be automated

Key Aspects of CQC's Position on Broadband and System Backup:

Risk Management & Contingency Planning:

Providers are responsible for conducting risk assessments and ensuring **that adequate, functioning contingency plans**, including, but not limited to, backup systems - are in place to keep services operating in the event of an IT failure or outage.

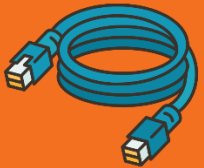
Secondary Care Resilience:

In scenarios where clinical broadband is used for alarm and telemetry data (e.g., in hospitals), a failure to have a secondary, independent path for data (like cellular failover) should be treated as a **significant risk**.



Connectivity & backup

Leased Lines



From £290/month
(price subject to location)

Data SIM Broadband



From £15/month

Satellite Broadband



From £66/month

Wired Broadband



From £30-£35/month
SoGEA/Fibre

Prices excludes hardware – CAPEX and lease options available



WiFi





WiFi/connectivity

A common problem within care homes

- ✓ Care homes lack appropriate site wide coverage
- ✓ We perform a site survey
- ✓ Supporting hardware
 - Integration with connectivity router
- ✓ Full installation service
- ✓ CAPEX & lease options

Reference services affected by a connectivity outage are equally heavily reliant on an effective WiFi service.





Devices for Office & Care Homes



Cordless/Wireless



Colour Screen Desk Phone
Range – WiFi Versions



Residential Room
Phones – WiFi Enabled



Smartphone App –
WiFi Calling



PC Softphone App
- WiFi



CCTV/Door Entry





Cctv/door entry

CCTV/Door Entry

- ✓ Wide range of indoor/outdoor cameras
- ✓ Door entry cameras
- ✓ Door magnetic locks



CQC recognises CCTV may be appropriate where there is a clear, evidenced need.

For example:

- ✓ Safeguarding concerns (suspected abuse or neglect)
- ✓ High-risk environments (falls, behaviour, security issues)
- ✓ Monitoring to improve care quality
- ✓ Protecting premises and people



BUT: CQC stresses you should consider **less intrusive options first**.



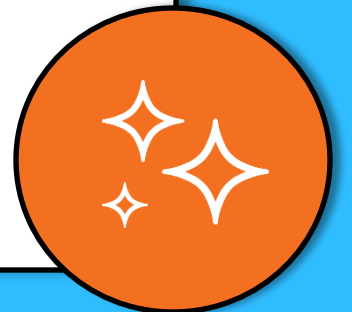
AI Services





What is an ai assistant?

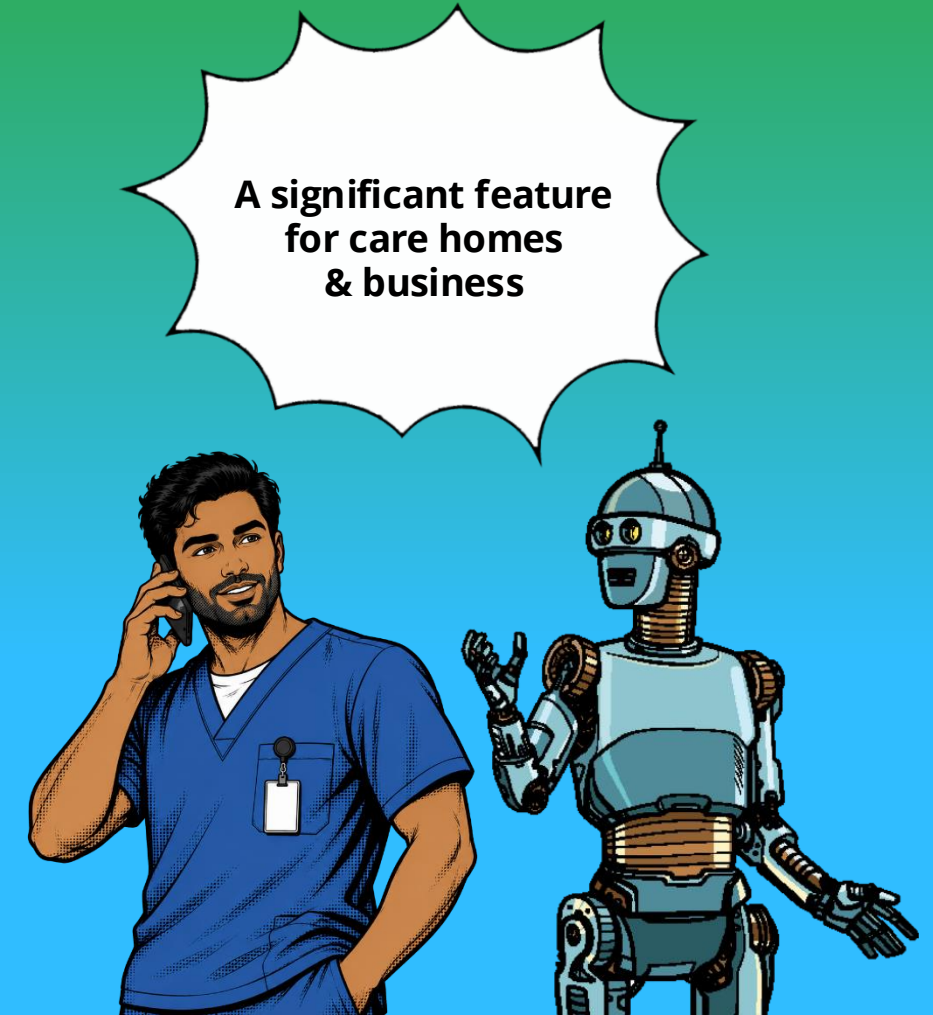
- ✓ AI Assistant can be the first point of contact for callers, an option on your Auto Attendant e.g. press 2 for the home's assistant or transferred to by staff or a web chat, non live human agent
- ✓ Reduces burden on staff to answer calls
- ✓ Reduces lost calls leading to lost occupancy
- ✓ Conversational AI – talks like a human
- ✓ Ensures accurate information is provided to callers, 24/7
- ✓ Upload a knowledge base of your care home or business
- ✓ Provide rules, how much information to provide before checking, option to transfer to a user or department on the phone system or take details to send in an email request





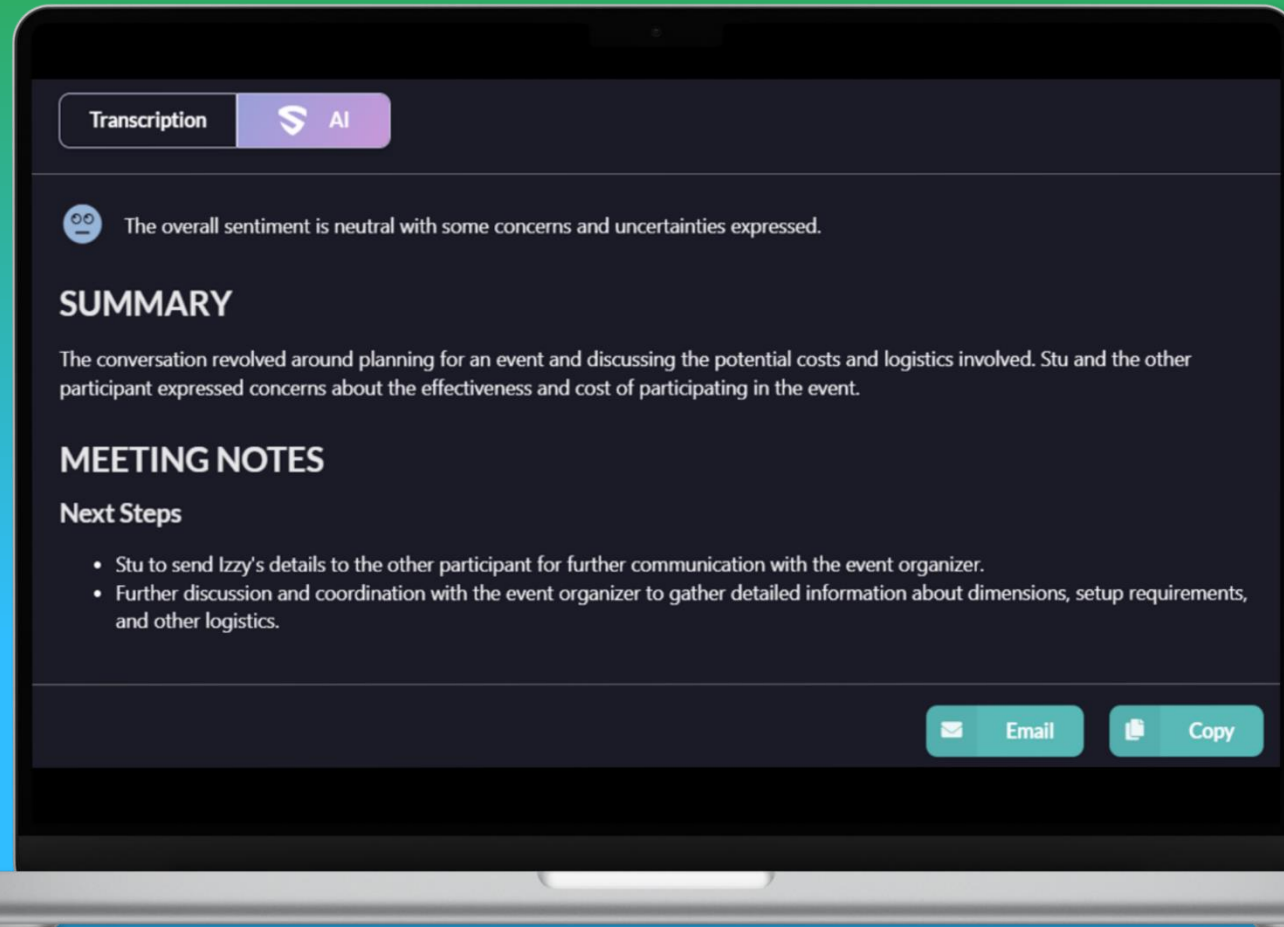
AI assistant

- ✓ Does not impede staff decision making
- ✓ Does not affect GDPR, no personal data
- ✓ Reduces burden on resources
- ✓ Enhances sales & marketing – families contacting the home for information





AI transcription



✓ Sentiment Analysis of call

✓ Improves accurate note taking

✓ Saves time

✓ Search tool to find conversations

✓ Download or email summary



What's next?



Free no obligation quote



01442 933367



hello@blizzardforbusiness.com



Drop a note now in the chat, leaving your name and direct number/email address



The HCPA Resource Library

Everything you need, all in one place

Available to everyone, 24/7

Includes local and national resources, tools, guidance, policies, and contacts in a wide variety of areas

Perfect tool to support your business

hcpa.info/members-zone

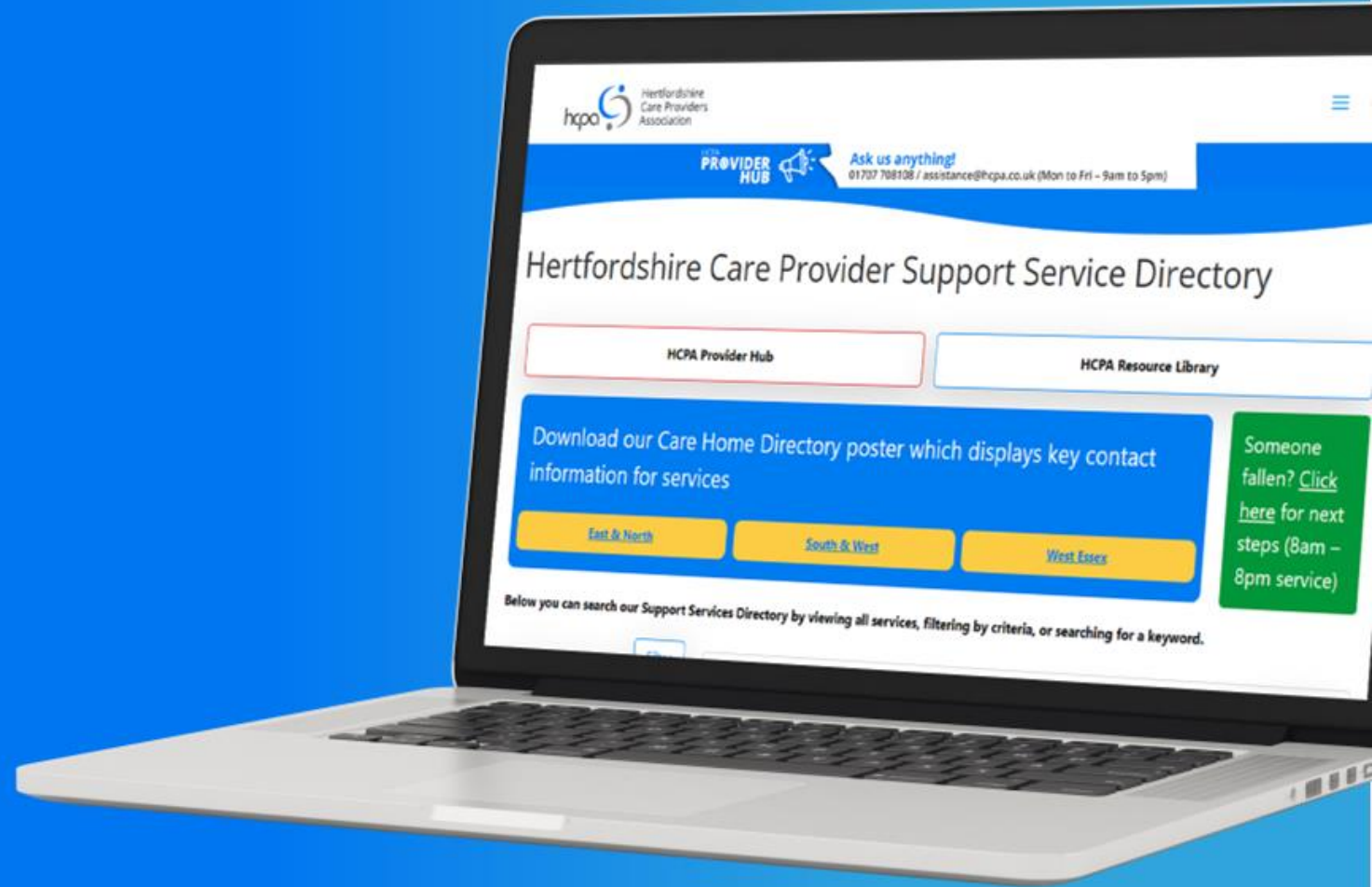


Support Service Directory

All the contacts you need, in one place

Up to date contact details for all the Hertfordshire support services you need

hcpa.info/supportservicedirectory



Newsletters

Stay up to date with sector news!

Ensure you and your leadership team are signed up to receive HCPA's newsletters.

Subscribe to our mailing list



The Care Professional Academy

Enjoy discounts at all these top retailers & more...





The Care Professional Academy

Upload your certificates, get more rewards...

Certificates will be uploaded to the Academy for you.

This is the only way you can access your certificates.

Keep adding to your certificates, the more certificates you add, the more points you get to move up the tiers.

Not yet signed up to the Academy?

Join here... careprofessional.co.uk

or scan the QR code



THE HCPA CARE PROVIDER HUB PROVIDING PEACE OF MIND.....



ASK us anything! We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation
- Covid: PPE, vaccinations and infection control
- Liaison with Hertfordshire County Council
- Funding, contracting and commissioning
- Staff wellbeing and recognition
- HR, Staffing and recruitment
- Training and education
- Business continuity
- Data protection
- Monitoring
- Equipment
- Insurance

Your hub, your support service.....

01707 708108 / assistance@hcpa.co.uk (Mon to Fri - 9am to 5pm). **www.hcpa.info/hub**

HCPA: 'Sharing best practice in care through partnership'

Thanks for joining us...

Before you go, please
scan the QR code and
leave us feedback

