



Cold-Health Alert Summary action card for providers: services delivering care to people in their homes

This is a summary of the suggested actions for each Cold-Health Alert level. Check the [Cold-Health Alert action card for providers](#) for more detail, including the required actions for winter preparedness, and adapt actions to your service as appropriate.

Summary actions for Yellow Alert

- Confirm that staff are aware of contingency plans and received the Cold-Health Alert
- Use the Cold-Health Alert impact matrix to inform the local risk assessment for, and response to, cold weather
- Consider how to make best use of available capacity to prepare for surges in demand
- Communicate messages to the people using your services, especially to vulnerable groups and underserved populations, to help them reduce health risks from cold
- Ensure that staff are prompted to signpost vulnerable people to other sources of support (for example for energy efficiency measures, benefits or related advice)
- Ensure staff are making home checks when visiting clients (for example on room temperature, medications and food supplies, and access if ice or snow occur)
- Ensure that high-risk individuals are actively monitored during cold weather episodes, and those most vulnerable have visitor or phone call arrangements in place
- Activate road or pavement gritting on your premises to allow access to critical services and pedestrian hotspots, if ice or snow occur

Summary actions for Amber Alert

- Continue Yellow Alert Actions
- Activate local business continuity and/or cold weather plans
- Increase the volume and frequency of advice to health and/or social care workers on ways of identifying and protecting those at risk from cold weather
- Increase the volume and frequency of communication to the public, and especially at-risk groups, to help reduce risks from cold exposure
- Support staff to determine how and where to prioritise travel, especially if ice or snow occur

Summary actions for Red Alert

- Continue Amber Alert Actions
- Follow all local emergency response plans and feed into local (and, where appropriate, national) coordination and response
- Mobilise community and voluntary support especially for those who are at risk from cold, and who may not be able to readily access services via other routes