



Cold-Health Alert summary action card for providers: hospitals and healthcare settings in the community

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
- Monitor temperatures inside buildings especially where people spend most time and aim to keep to 18°C (for example by keeping windows and doors closed to reduce draughts)
- 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 high-risk individuals are actively monitored during cold weather episodes, and those most vulnerable have visitor or phone call arrangements in place
- Ensure that staff are prompted to signpost vulnerable people to other sources of support (for example for energy efficiency measures, benefits or related advice)
- 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 social care workers on ways of identifying and protecting those at risk from cold weather
- 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