



## Case Study: Care Quality Commission

A phased Business Continuity programme was implemented across the Care Quality Commission in line with ISO22301



### Executive Summary:

#### Background:

The Commission desired an over haul of their business continuity arrangements and contracted the EPC to assist them in the creation, delivery and embedment of a quality resilience programme.

#### EPC's Solution: Effective Training

The EPC worked closely with the Commission's Business Continuity Leads and the Business Continuity Steering Group to create the following bespoke resilience documentation:

- Business Continuity Policy
- Business Continuity Strategy
- Crisis Management Plan
- Incident Management Plan

- Business Continuity Embedment Strategy

#### Result: Validate and Review

The strong relationship enabled the EPC to deliver the Commission's resilience foundation and response documentation (ISO22301 compliant) within 2 weeks, accelerating the resilience programme by up to 6 months.

## The Background:

The Care Quality Commission are the independent regulator of health and adult social care in England.

They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage them to improve.

The Commission desired an over haul of their business continuity arrangements and contracted the EPC to assist them in the creation, delivery and embedment of a quality resilience programme.

## The Solution:

The Commission recognised the need for resilience, not just as a requirement for the Department of Health but as part of the DNA of the Commission and to assist them through a period of major change and restructure.

They also recognised the urgency to create quality resilience foundations and fully supported the creation of resilience governance and response documentation.

The EPC worked closely with the Commission's Business Continuity Leads and the Business Continuity Steering Group to create the following bespoke resilience documentation:

- Business Continuity Policy
- Business Continuity Strategy
- Crisis Management Plan
- Incident Management Plan
- Business Continuity Embedment Strategy

The documents were designed to incorporate the culture of the Commission and its working environment, providing structure and foundation for the Commission's on-going resilience programme.

## The Result:

The EPC developed a close working relationship with the Commission to ensure that the solution would be fit for purpose, whilst providing a spring board from which the Commission could confidently implement its resilience programme.

The strong relationship enabled the EPC to deliver the Commission's resilience foundation and response documentation (ISO22301 compliant) within 2 weeks, accelerating the resilience programme by up to 6 months.

## About Us

EPC is the UK's leading centre for organisational resilience, delivering emergency and crisis management, business continuity, cyber resilience, event and public safety training, exercising and consultancy services. Our highly experienced, industry leading experts work closely with organisations of all sizes to deliver our services to both public and private sectors in the UK and across the world.

For more information please visit:

[www.epcollege.com](http://www.epcollege.com) or email:

[enquiries@emergencyplanningcollege.com](mailto:enquiries@emergencyplanningcollege.com)