



Rupert Lawrence, Head of amica24

amica24 COVID-19 Response



# Action Plan



## amica24 Action Plan

Key part of BCP – how prepared could you be for a pandemic?

Alert Level Matrix

Consideration of stakeholders

Multiple services

Role in local communities

# Contact Centre



## Protecting Workforce

Contact Centre model proved to be beneficial

Fast deployment of home working

Proactive calls for self-isolation and shielding

Contingency rota/shift arrangements

Testing access

Redeployment of workforces

Lockdown and social distancing

Rest & refreshment facilities

Consideration of breaks/holiday

Working arrangements with organisational customers

# TECS Installation & Maintenance



## TECS Showing its worth

TECS provider for Worcestershire County Council  
Hospital Discharge Service

Quick deployment options

Service Level Matrix

PPE

Working arrangements with Social Work teams

Working with key suppliers – alternative devices

Testing & Evaluation of solutions crucial

Isolation & Loneliness

Residential Care admission avoidance

# Future Planning



## Next Steps

Residential Care support

Expansion of TECS

Health Monitoring

Contact Centre facilities

Workforce and training programme

Business Continuity Plan update



Rupert Lawrence, Head of amica24

Email: [Rupert.Lawrence@amica24.org](mailto:Rupert.Lawrence@amica24.org)

Tel: 01562-732374 Twitter: @rupertlawrence9

# Thank you for listening

