

Cotswold Holistic Health – Emergency Plan

1. General Emergency Contact Information


- **Clinic Address:** Cotswold Holistic Health, Unit 6A, Essex House, Cromwell Business Park, Banbury Road, Chipping Norton, OX7 5SR
- **Clinic Owner:** Sarah Kitchiner-Johns
- **Clinic Manager:** Sarah Wickham
Mobile: 07968 562943
- **Email:** cotswoldholistichealth@gmail.com
- **Emergency Services (Fire, Police, Ambulance):** 999
- **Non-Emergency Police: (Thames Valleys):** 101
- **NHS 24-hour non-emergency advice:** 111

2. Gas Emergency Procedure

Signs of a Gas Leak

- Smell of gas (sulphur/rotten egg odour)
- Hissing sound near a gas pipe
- Headaches, nausea, dizziness

Immediate Actions

1. **Do not use electrical switches or naked flames.**
2. **Evacuate the premises immediately.**
3. **Open all doors and windows to ventilate the area.**
4. **Turn off the gas supply at the emergency control valve** (usually located next to the gas meter).
5. **Call the National Gas Emergency Service:**
 **0800 111 999** (24 hours)

After Reporting


- Do not re-enter the building until told it is safe to do so.
- Record the incident and inform the Clinic Manager.
- Arrange a Gas Safe registered engineer for inspection.

3. Electrical Outage Procedure

Causes May Include

- Local power failure
- Faulty internal wiring or appliance
- Tripped circuit breaker

Immediate Actions

1. **Check fuse box/trip switches** to see if power can be restored safely.
2. If a power cut is confirmed externally:
 - Contact the **UK Power Networks Emergency Line:**
 **105** (Free from landline/mobile)
3. If safe, switch off sensitive equipment and unplug appliances.
4. Use battery-powered emergency lighting.
5. Do not attempt electrical repairs unless qualified.

Follow-Up





- Report the outage to the Clinic Manager.
- Cancel or reschedule appointments if services are severely affected.

4. Fire Safety & Evacuation

- Fire alarms and extinguishers are located at designated points.
- Staff must be familiar with **fire exits, muster point, and alarm sound.**
- In case of fire, **evacuate immediately** and call 999.
- Fire Assembly point is at the top of the business park outside **NBC**
- **Fire Panel** – If the fire alarm goes off, the fire panel key is hanging in reception. Put the key in and turn it **enable controls** and then silence the alarm. Keep the key in the panel until the fire alarm has been re-set. Once alarm the fire alarm as stopped, turn the key back and hang it back up in reception. – **DO NOT REMOVE THE KEY FROM RECEPTION**
- ****A spare fire panel key is kept with room 3 keys****

5. Nearest Hospital Information

North Cotswolds Hospital

-  **Stow Rd, Moreton-in-Marsh GL56 0DS**
-  **Minor Injuries available**
-  **0300 421 8770**
-  Approximately 15-20 minutes by car from clinic

6. First Aid Information

- **First Aid Kit** location: In the kitchen cupboard
- **Designated First Aider(s):**
 - Sarah Kitchiner - Johns
 - Lorna Stephens

7. Staff Responsibilities

- **All staff must familiarise themselves with this plan.**
- Regular training on emergency protocols will be conducted.