KERSEY CONSULTING

# Your continuity app
# User guide

For registered managers and deputies. How to set up, use and keep your business continuity plan working, one short chapter at a time.

VERSION
**1.4, October 2026**

SCREENS SHOWN
**Elmfield House and Brookside Lodge, made-up services used as examples**

Keep a printed copy of this guide with your plan in the grab bag or evacuation pack.

## Five things to remember

1. **In an emergency:** tap **Emergency** at the bottom of any screen.
2. **Each time you open the app:** look at the **To do** list on Home.
3. **Once a month:** do the monthly check, including the printed contact list.
4. **Every 3 months:** test your plan with your team.
5. **Whenever something changes:** tell Kersey with **Something's changed** on Home.

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# About your continuity app

Your continuity app holds your business continuity plan and helps you keep it working. It shows what to do in an emergency, what's waiting for you, and when your plan next needs checking, printing or testing.

## Who it is for

- The registered manager, plus a deputy if you want one. Each person signs in with their own work email.
- Care staff don't need an account. In an emergency they use the printed plan in the grab bag, or a manager's phone.

## What the app holds, and what it doesn't

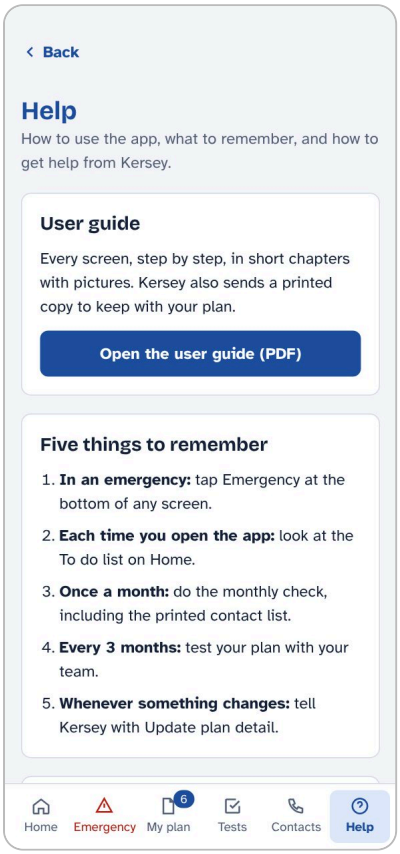
- It holds your plan, risk register, tests, checks and contact roles (who to call and what for).
- It doesn't hold anyone's personal phone numbers or names. Those are on your printed contact list, kept in the grab bag or evacuation pack. National numbers such as 999, 111 and the gas emergency line are on the Emergency page.
- Never type names or details of the people you support into the app.
- Keep a screen lock (PIN, fingerprint or face) on every phone, tablet or computer that has the app.

## Who does what

- **You** own the plan. You answer the questions, check the risks, approve each version, print it for the grab bag, run the tests and brief your staff.
- **Kersey Consulting** builds and updates the plan from your answers, checks every version by hand before it reaches you, and meets you for a review once a year (or every 6 months if agreed).
- Anything Kersey doesn't know is marked "To confirm". It is never guessed.

## The six buttons along the bottom

- **Home**: what's waiting for you. **Emergency**: what to do now. **My plan**: your documents and risks. **Tests**: exercises and test records. **Contacts**: who to call and what for. **Help**: this guide and how to get help.
- A number on a button shows how many things there are to do in that area.
- Your service's own logo and colour may appear in the app. The Emergency button is always red.

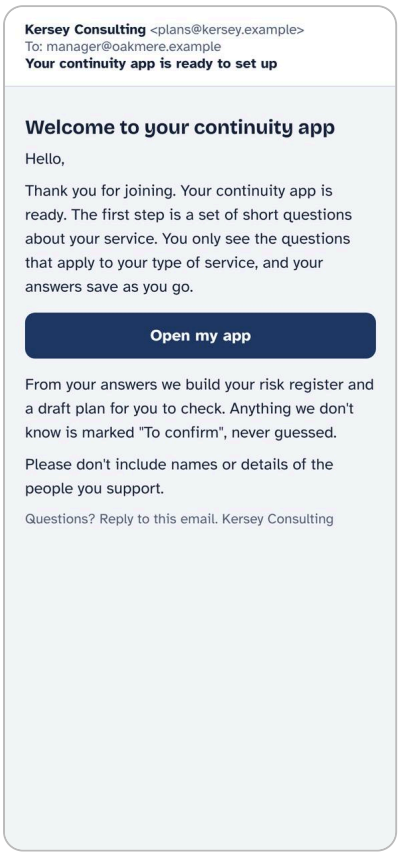



## The Help tab

- Tap **Help** at the bottom right of any screen.
- It opens this user guide, shows the five things to remember, and tells you how to get help from Kersey and keep the app safe.

# Getting started

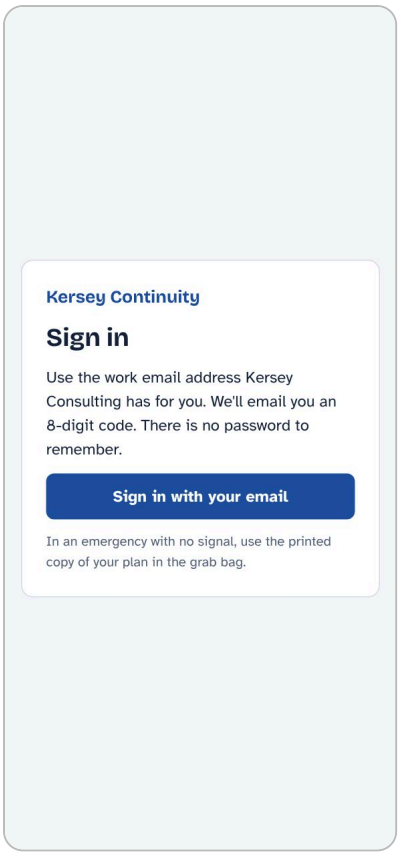
Signing in takes about 5 minutes. The set-up questions then take around 30 to 45 minutes, and the app tells you roughly how long. You can stop and come back at any point.




STEP 1

## Open your welcome email

- When you join, Kersey sends a welcome email to your work address.
- Tap **Open my app**, or go to **app.kerseyconsulting.co.uk**. There's no password to set.




STEP 2

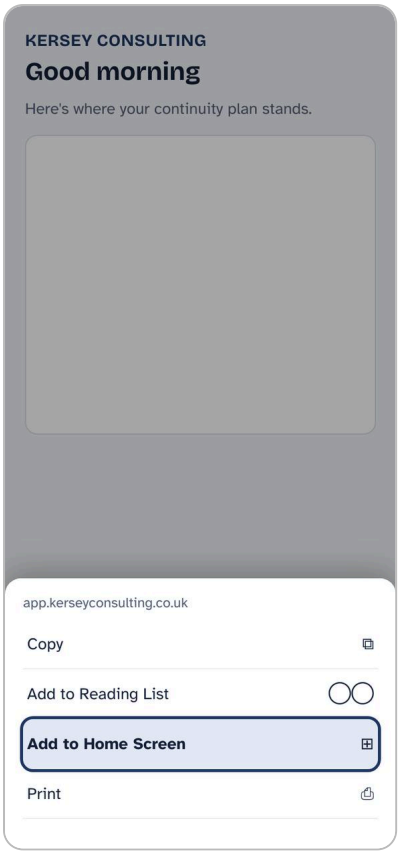
## Sign in with your work email

- Tap **Sign in with your email**, then type your work email on the sign-in page.
- Always use the same email address. If a deputy will use the app too, ask Kersey to add their work email.

STEP 3

## Enter the code

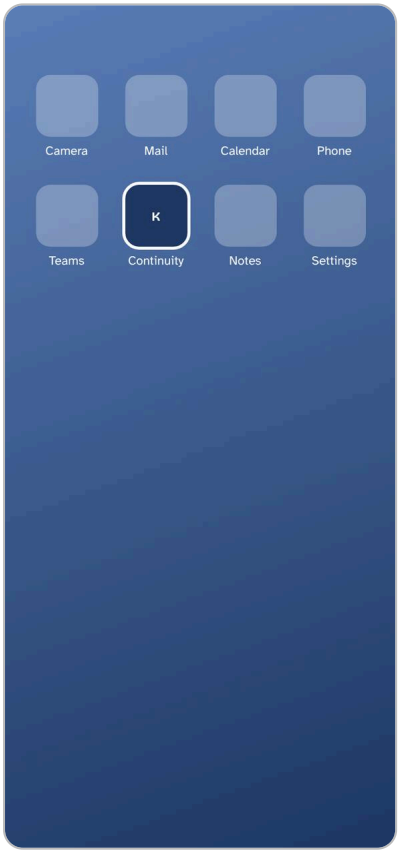
- We email you an **8-digit code**. Type it in to finish signing in. Each code works once, so use it straight away.
- You then stay signed in on that phone, so you won't need a code every time.
- No code? Check your junk folder, wait a minute, then ask for a new code.




STEP 4

## Add the app to your home screen

- **iPhone:** in Safari, tap the Share button, then **Add to Home Screen**, then **Add**.
- **Android:** in Chrome, tap the three dots at the top right, then **Add to Home screen** or **Install app**.
- **Computer:** in Edge or Chrome, click the install icon at the right of the address bar.




STEP 5

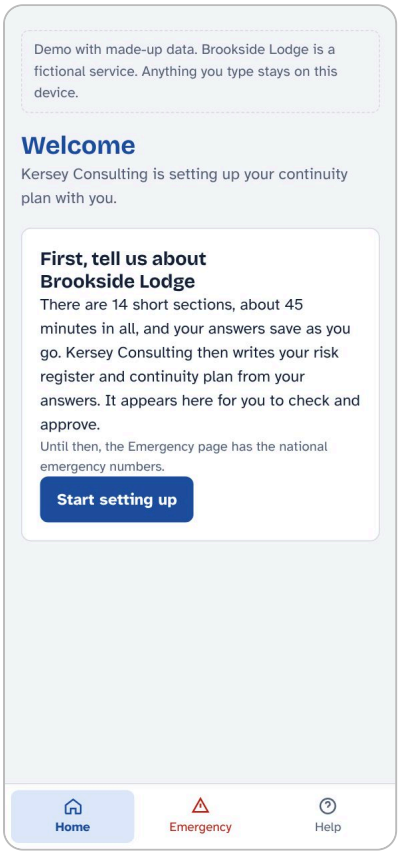
## Open it from the icon

- The app now opens from its own icon, like any other app.
- Once it has opened on your phone, the Emergency page, your plan and your contact roles open even with no signal.

STEP 6

## Set a screen lock on your phone

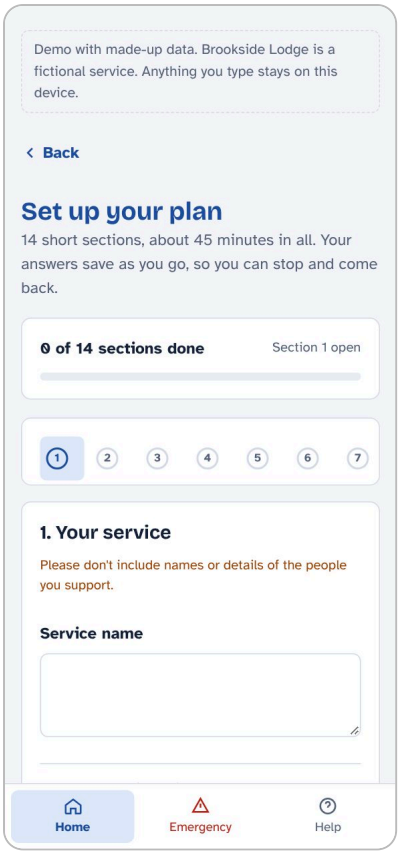
- Make sure the phone has a screen lock: a PIN, fingerprint or face unlock. Do this on any phone, tablet or computer that has the app.
- The lock stops anyone who picks up the phone from opening your plan.
- **iPhone:** Settings, then Face ID & Passcode (or Touch ID & Passcode). **Android:** Settings, then Security, then Screen lock.




STEP 7

## Your first look

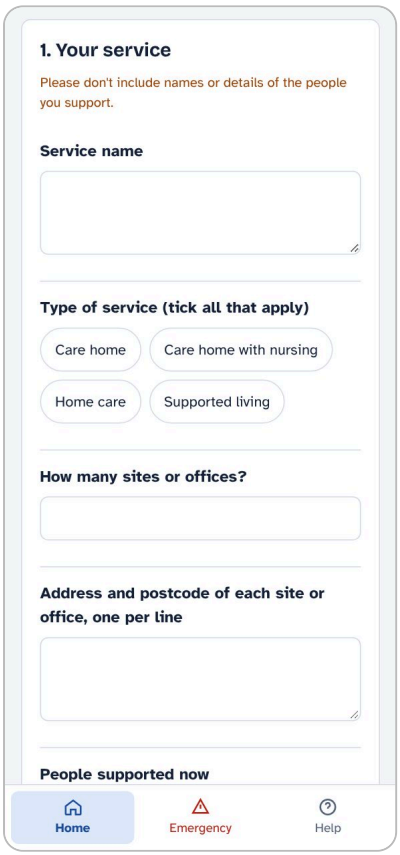
- Before your plan exists, Home shows one job: **First, tell us about** your service. Tap **Start setting up**.
- Emergency already shows the national numbers, so the app is useful from day one.




STEP 8

## Answer the set-up questions

- There are 14 short sections. The bar at the top shows how far you've got, and the numbered circles take you to any section.
- You only see questions that apply to your type of service.
- Your answers save as you go. Tap **Save and continue** at the end of each section.




STEP 9

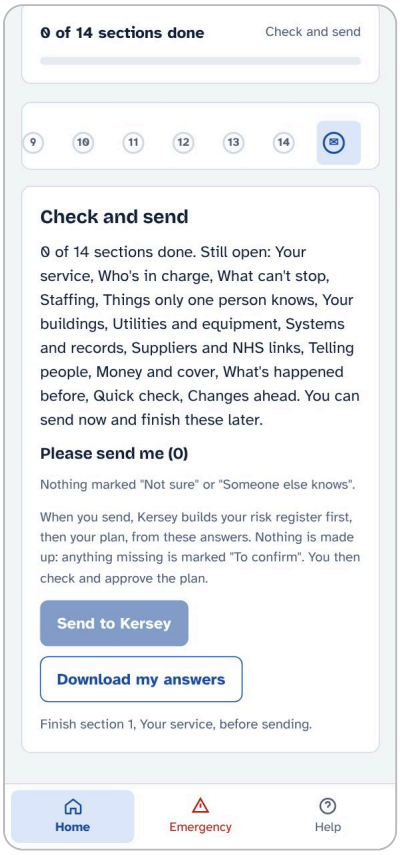
## Section 1: your service

- Tick every type of service you provide, say how many sites you have and give each address.
- Use job roles, not names, all the way through. Names and numbers go on your printed contact list.

STEP 10

## Not sure? Say so

- Every question has **Not sure** and **Someone else knows**. Use them freely.
- These go on a "Please send me" list. Kersey chases it with you before drafting, so nothing is guessed.




STEP 11

## Check and send

- The last section shows what you've answered and what's still open. You only need section 1 done to send.
- Tap **Send to Kersey**. Kersey is told straight away.
- **Download my answers** keeps a copy for your own records.

STEP 12

## While Kersey builds your plan

- Home shows **Kersey is writing your plan**. You can still add to your answers and tap **Send again with changes**.
- Kersey builds your risk register and a draft plan, checks them, then sends them back to you in the app. If anything needs clearing up, Kersey books a 15-minute call with you.

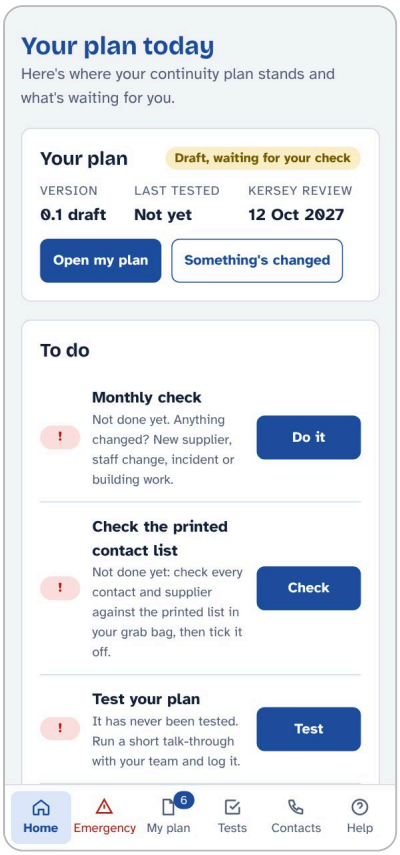
STEP 13

## Your draft arrives

- When your draft is ready it appears under **My plan**, marked **To check**.
- Chapter 5 explains how to check it and approve it.

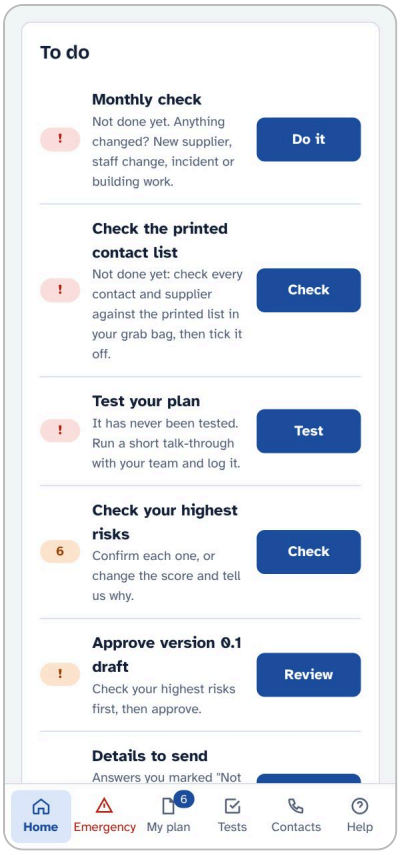
# Home and your to-do list

Home is where you start. It shows where your plan stands and lists only the things that are due.



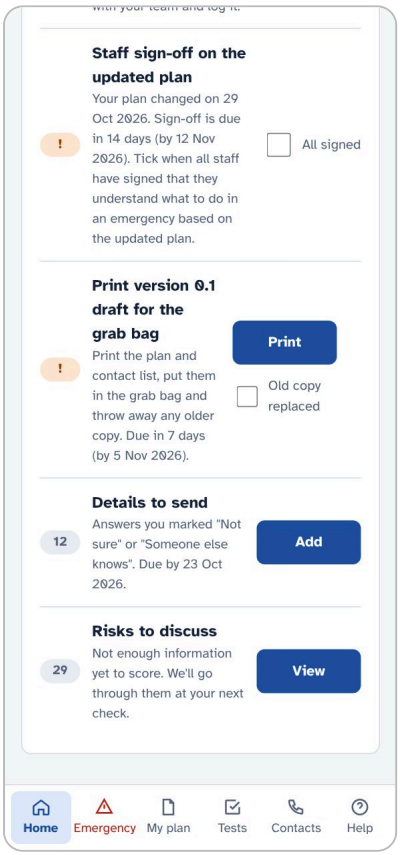

## Your plan at a glance

- **Your plan** shows the version, when the plan was last tested and your next Kersey review.
- Tap **Open my plan** to see your documents.
- Tap **Something's changed** to tell Kersey about a change (see chapter 6).



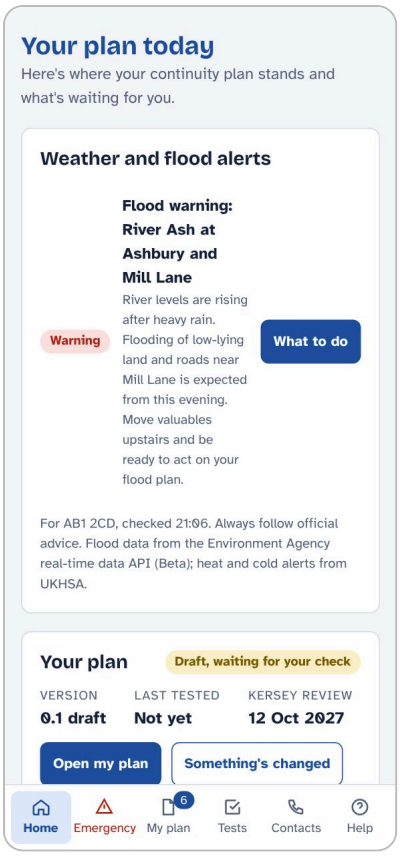

## Your to-do list

- Items appear only when they are due, most urgent first. Tap the button on the right to do each one.
- An **amber** mark means due soon. A **red** mark means overdue.
- Typical items are the monthly check, checking the printed contact list, testing your plan, checking your highest risks, approving a new version, details to send to Kersey, and staff sign-off after an update.
- **Test your plan** shows when you last tested. If your plan has a test schedule, it follows that schedule, so it's due by the end of the month the next test is planned for.
- **Replace in the grab bag** appears 30 days before anything in the grab bag runs out of date (see the monthly check in chapter 6).
- When the list is empty, there's nothing you need to do.




## Print each new version for the grab bag

- After you approve a new version, the to-do list asks you to **Print version** (number) **for the grab bag**. Do it within 7 days.
- Tap **Print**, put the new plan and contact list in the grab bag, and throw away the old copy.
- Then tick **Old copy replaced**. Every printed page shows the version number, so an old copy is easy to spot.

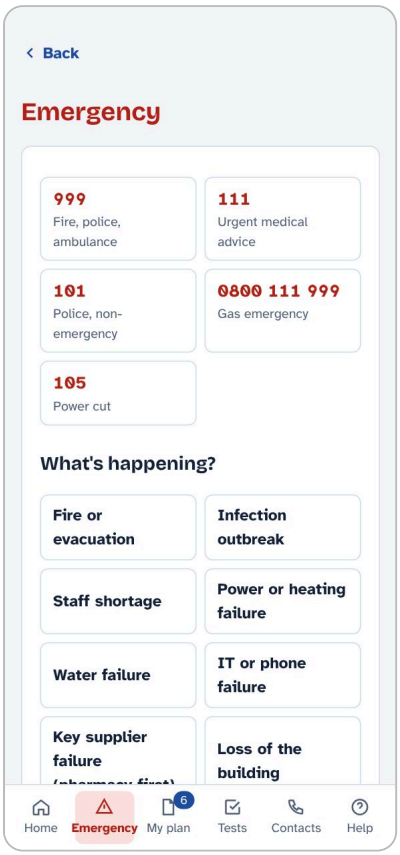



# Weather and flood alerts

- When there's a live flood warning near your service, or a heat or cold health alert for your area, a card appears at the top of Home. It goes away when the alert ends.
- Tap **What to do** to open the matching incident on the Emergency page.
- Alerts come from the Environment Agency and the UK Health Security Agency, using your service's postcode. Always follow official advice. The example shown is made up.

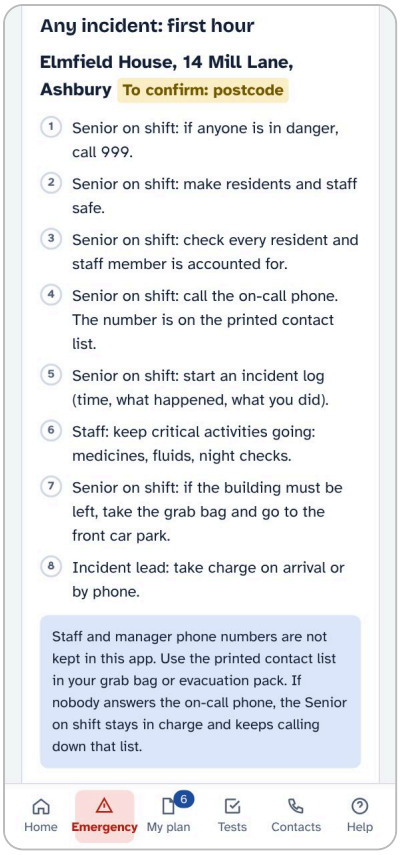
# In an emergency

Tap **Emergency** at the bottom of any screen. Everything here works without signal once the app has opened on your phone. If the app won't open, use the printed plan in your grab bag.



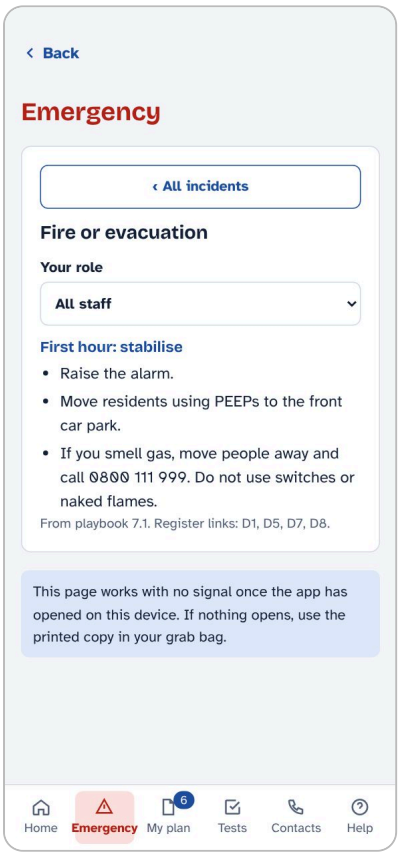

## Call for help

- Tap a number to call it: 999, 111, 101, the gas emergency line (0800 111 999) and 105 for power cuts.
- Staff and on-call numbers aren't in the app. They are on your printed contact list.



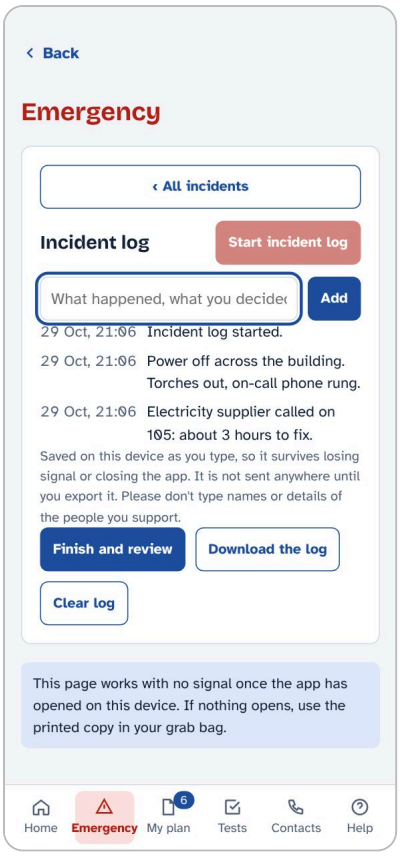

## Any incident: the first hour

- **Any incident: first hour** lists the first steps for any emergency, in order, by role.
- Read the steps out and work down them. Your site address is at the top for when you call 999.



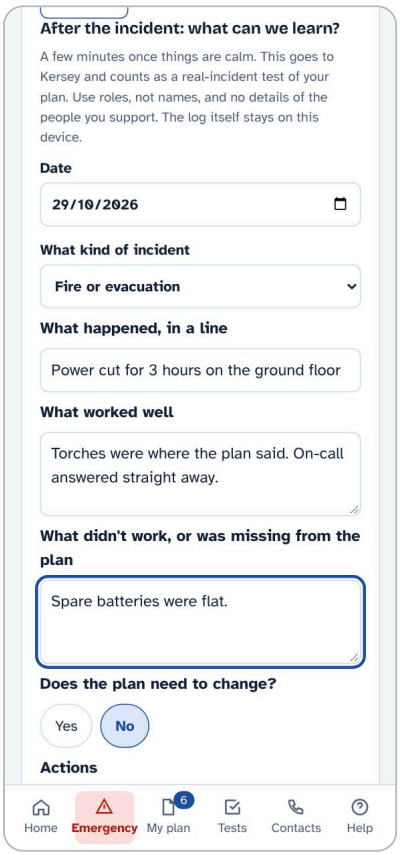

## Dealing with a specific incident

- Under **What's happening?**, tap the incident (for example fire, power failure, staff shortage), then choose your role.
- The app shows what you do in the first hour, on day one and in the first week, taken from your plan's playbooks.
- Tap **All incidents** to go back.




## Keep an incident log

- Tap **Incident log**, then **Start incident log**. Type what happened and what you did, and tap **Add**. Each entry is timed.
- The log saves on the phone as you type, so it survives losing signal or closing the app. It isn't sent anywhere.
- When the incident is over, tap **Download the log** if you want a copy. **Clear log** empties it, ready for next time.

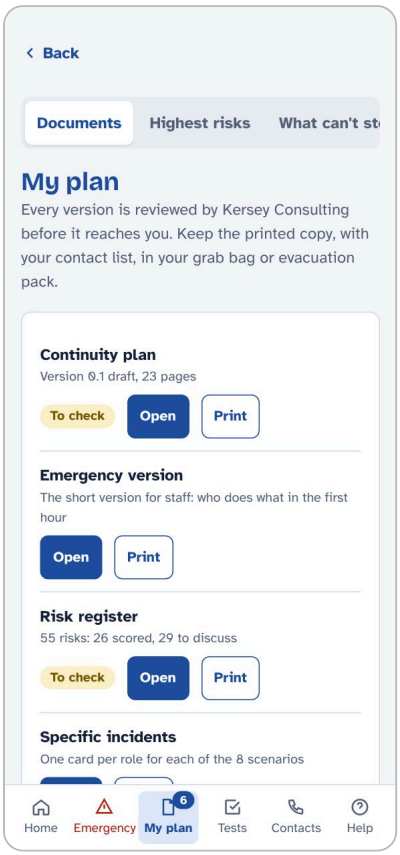



## After the incident: what can we learn?

- Once things are calm, tap **Finish and review** under the log. It takes a few minutes.
- Say what happened in a line, what worked well and what didn't. If the plan needs to change, tick **Yes** and say what. Add any actions, who will do them and by when.
- Tap **Save the review**. It goes to Kersey and counts as a real-incident test of your plan. If you asked for a change, Kersey updates the plan. The log itself stays on your phone.

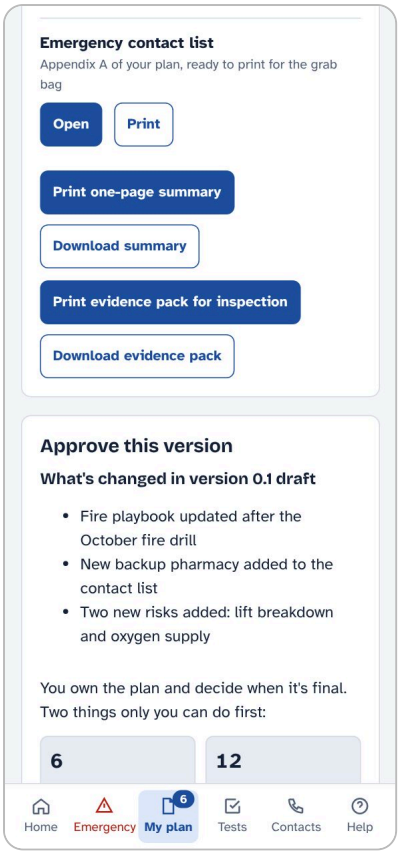
# Your plan

**My plan** holds your documents and the parts of the plan you're asked to check. Every version is reviewed by Kersey Consulting before it reaches you.



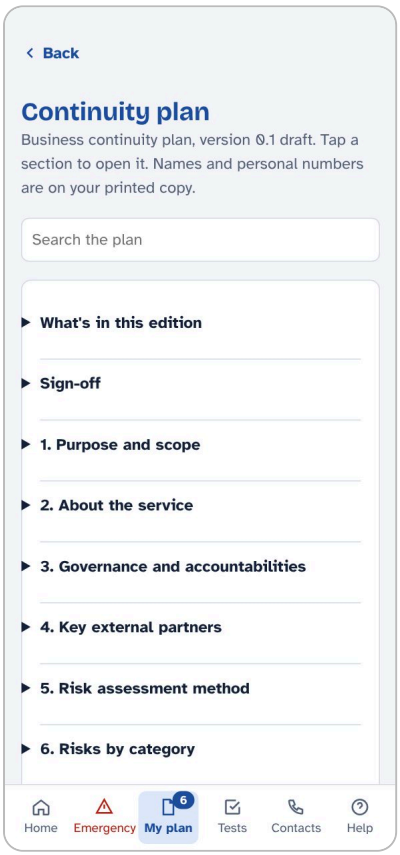

## Your documents

- Your continuity plan, the emergency version for staff (if your plan has one), the risk register, the specific incident cards and the emergency contact list.
- Every document has **Open** to read it and **Print** beside it to print it.
- **Print one-page summary** and **Download summary**, below the list, give a one-page summary you can show an inspector.
- The four tabs at the top are **Documents**, **Highest risks**, **What can't stop** and **Future additions**.



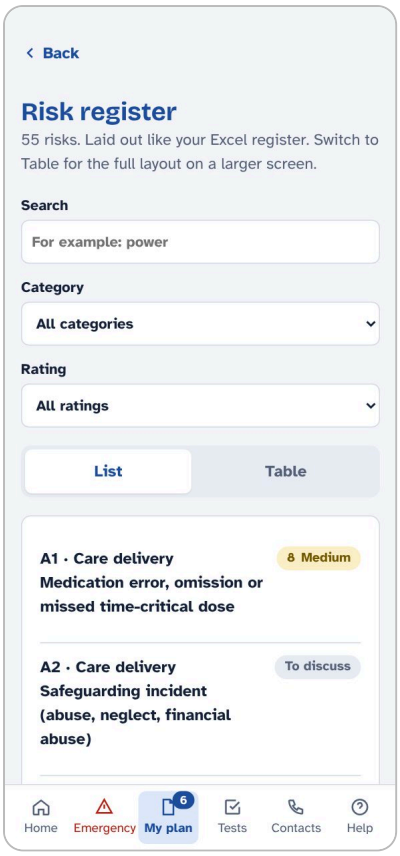

## Inspection evidence pack

- Tap **Print evidence pack for inspection** (or **Download evidence pack**) at the bottom of the document list.
- It lists what your service has recorded in the app over the last 12 months: approvals, checks, tests, incident reviews, actions, the printed copy and grab bag, your highest risks and staff sign-off. Each part sits under the CQC key question it relates to.
- It shows your records only. It doesn't say whether you meet any regulation or standard.



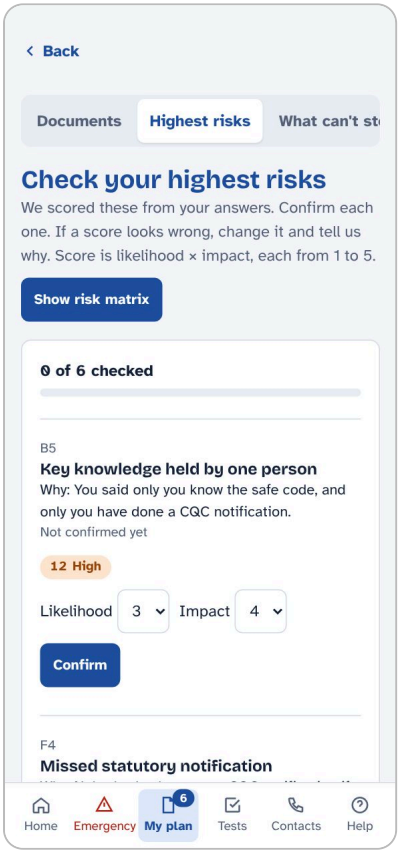

## Read your plan

- The plan opens section by section. Tap a section to open it, or search for a word such as "power".
- Names and personal numbers are on your printed copy, not here.



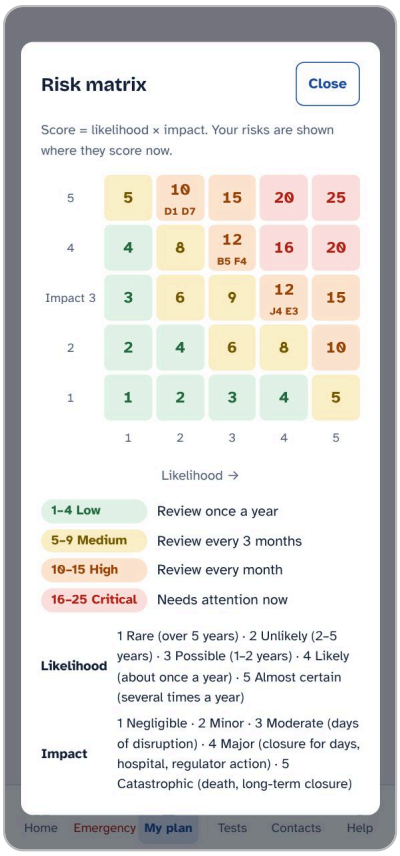

## Your risk register

- Every risk, laid out like the Excel register. Filter by category or rating, or search.
- **List** is easier on a phone. **Table** shows every column on a bigger screen.



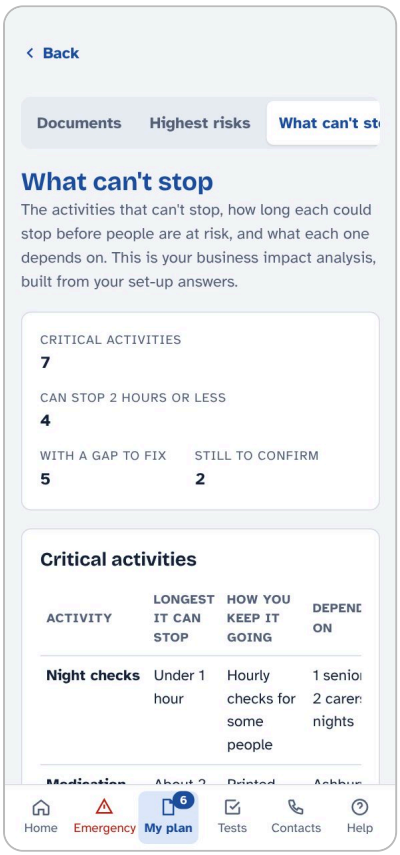

## Check your highest risks

- Kersey scored these from your answers. For each one, check the likelihood and impact (each 1 to 5).
- Tap **Confirm** if the score is right. If not, change it and say why.
- The bar at the top shows how many you've checked.



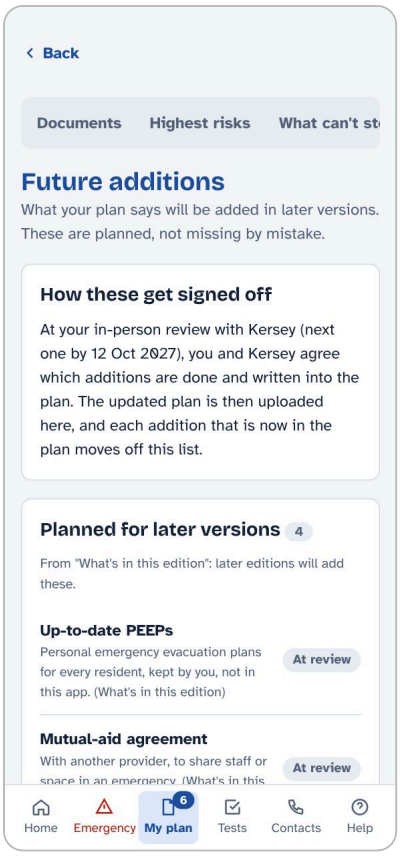

## The risk matrix

- Tap **Show risk matrix** to see where each of your risks sits.
- Score = likelihood × impact. 1 to 4 is low, 5 to 9 medium, 10 to 15 high, 16 to 25 critical.



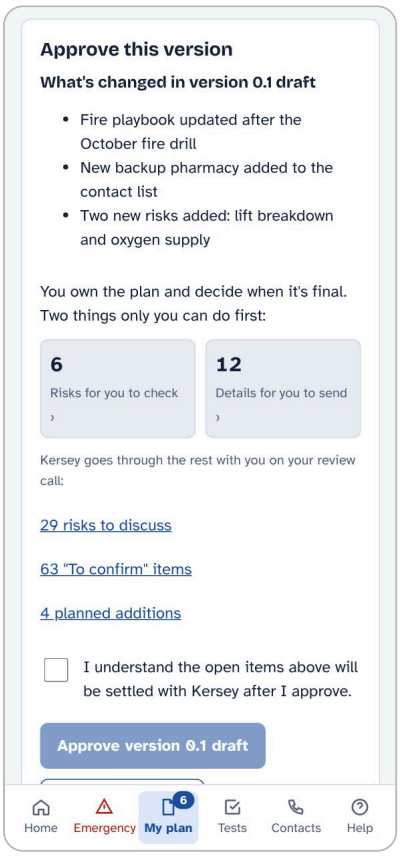

## What can't stop

- This is your business impact analysis: the activities that can't stop, how long each could stop before people are at risk, and what each depends on.
- It shows only when your plan includes one.




## Future additions

- Things your plan says will be added in later versions, such as up-to-date PEEPs or a mutual-aid agreement. They're planned, not missing by mistake.
- They are signed off with Kersey at your review meeting.

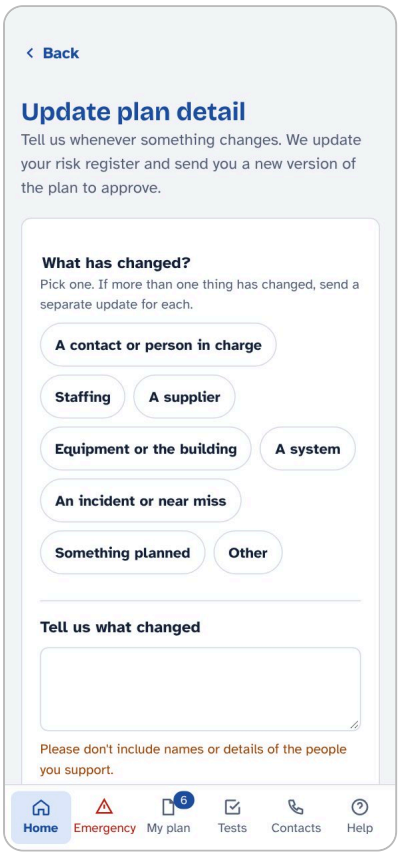



## Approve a version

- Further down **My plan**, the approve card starts with **What's changed** in this version, so you can see what Kersey has updated.
- It then shows the two things only you can do first: **check your risks** and **send missing details**.
- Anything else is settled with Kersey at your review. Tick the box, then tap **Approve**. The app records who approved and when.
- Not happy? Tap **Request changes** and say what's wrong.
- Once approved, print the new version for the grab bag (chapter 3).

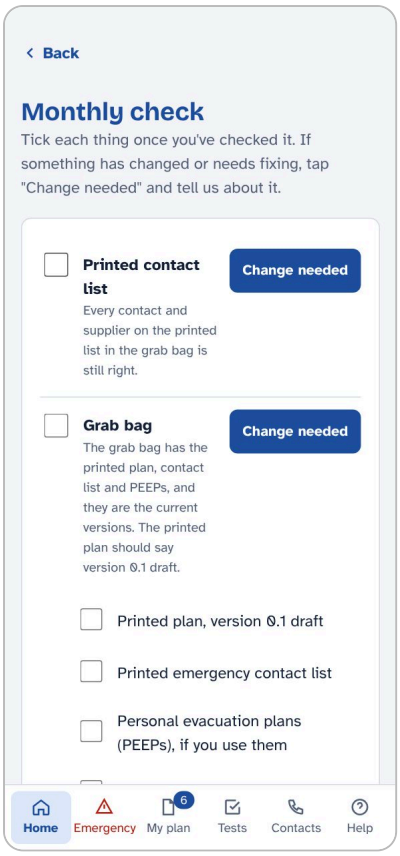
# Keeping your plan up to date

A plan only works if it is current. There are regular checks, and one way to report a change at any time.



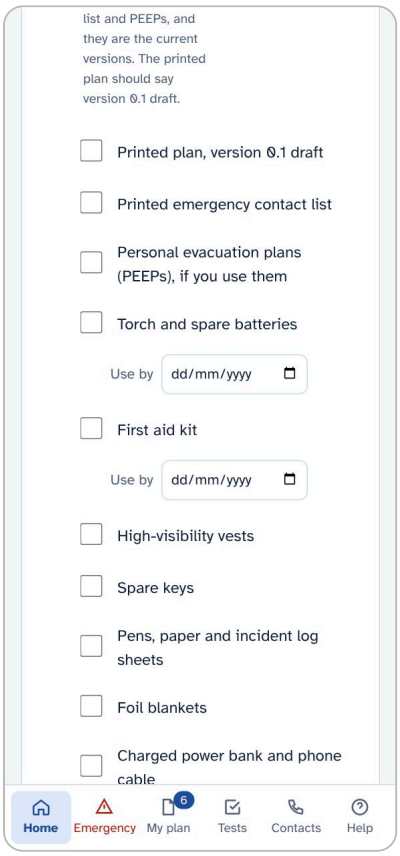

## Tell Kersey about a change

- Tap **Something's changed** on Home (or **Change needed** in any check). This opens **Update plan detail**.
- Pick what has changed, say what changed and when, and whether it needs action in the next few days. Send one update per change.
- Tap **Send update**. Kersey is told straight away, updates your risk register and plan, and sends you a new version to approve.



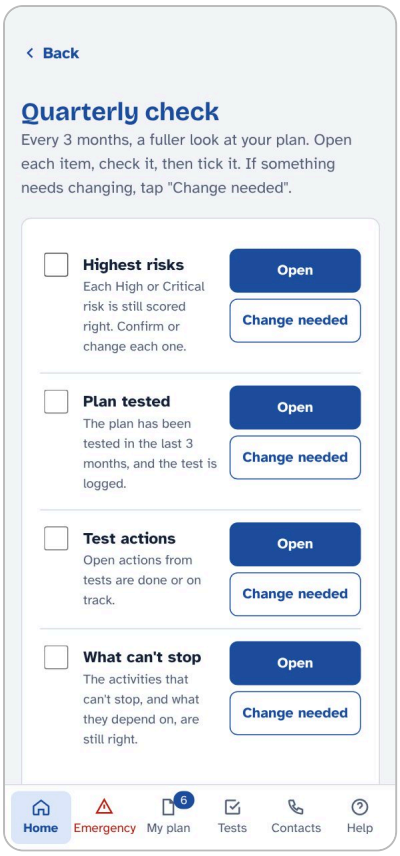

## The monthly check

- Once a month, tick each thing once you've checked it: printed contact list, grab bag, staffing, suppliers, the building, systems, incidents and anything planned.
- If something needs changing, tap **Change needed** next to it. Tap **Finish monthly check** when done.
- It shows on your to-do list 7 days before it's due.




## Check the grab bag

- The grab bag row in the monthly check lists each item. Tick each one once you've seen it in the bag.
- Items that go off, such as batteries, the first aid kit and bottled water, have a **Use by** box. Put in the date. The app reminds you on Home 30 days before it runs out.
- Your list may differ from the one shown if Kersey has set it up for your service.




## The quarterly check

- Every 3 months, a fuller look: your highest risks, whether the plan has been tested, open test actions and what can't stop.
- Tap **Open** to look at each one, then tick it. Tap **Finish quarterly check** when done.

## After a new version

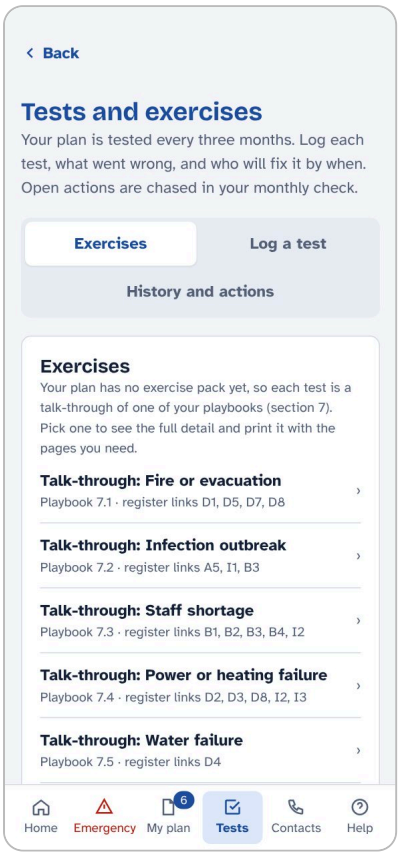
- Print it for the grab bag within 7 days and tick **Old copy replaced** (chapter 3).
- All staff sign a paper sheet to say they understand what to do in an emergency. When everyone has signed, tick **All signed** on your to-do list. Do this within 2 weeks.

## Your review with Kersey

- Once a year (or every 6 months if agreed), Kersey meets you on site to go through the plan, the risks still to discuss and any future additions.
- The date shows on Home under **Kersey review**.

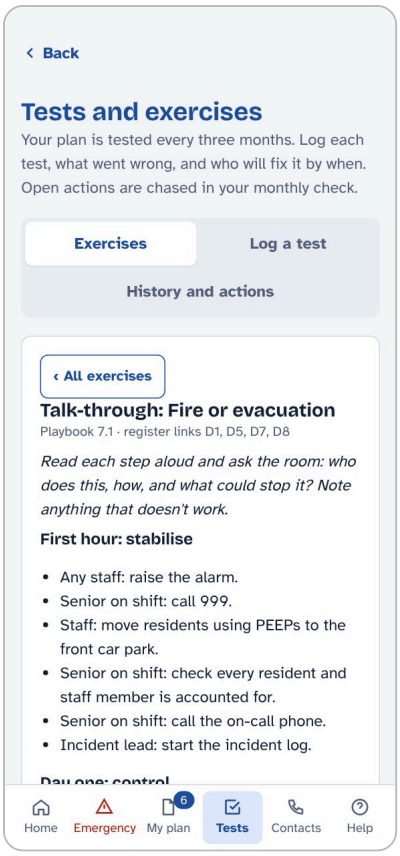
# Testing your plan

Test your plan every 3 months. A test can be a short talk-through with your team around a table. **Tests** has three tabs: **Exercises**, **Log a test** and **History and actions**.



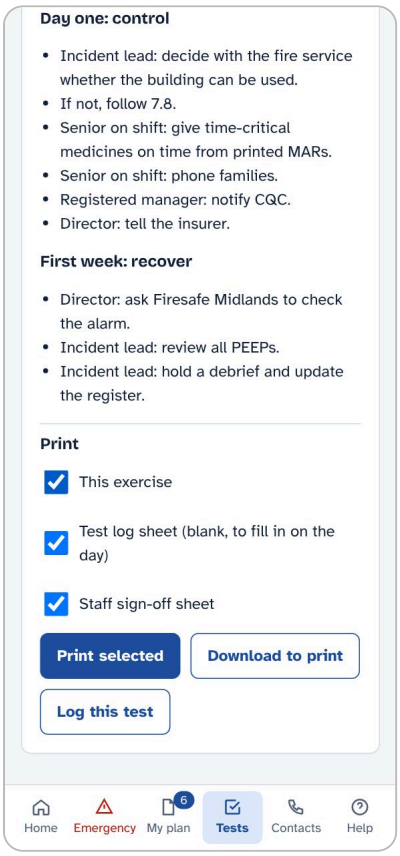

## Choose an exercise

Under **Exercises**, pick one. If your plan came with an exercise pack, its exercises are listed here. If not, each one is a talk-through of one of your playbooks.



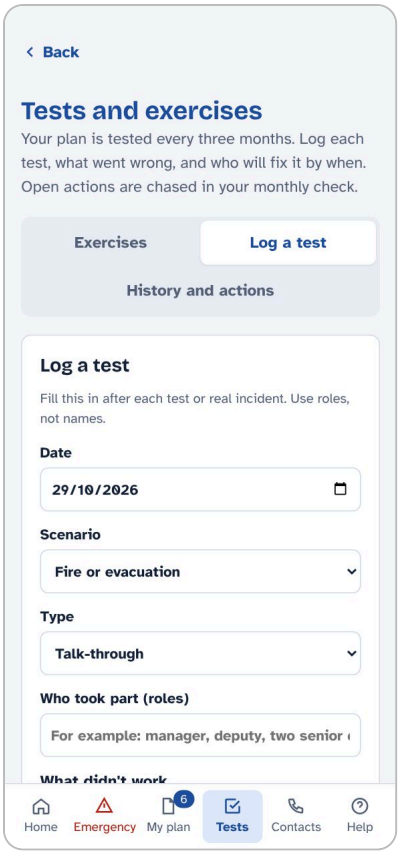

## Run it

Read each step aloud and ask the room who does this, how, and what could stop it. Note anything that doesn't work.



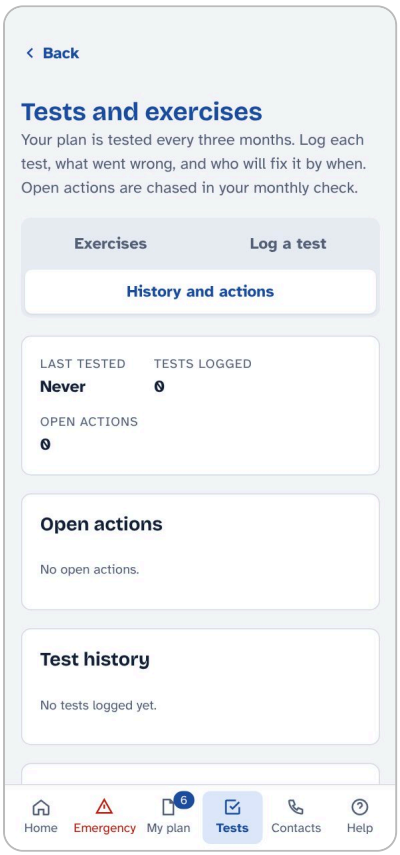

## Print what you need

- Under **Print**, tick the exercise, a blank test log sheet and the staff sign-off sheet, then tap **Print selected** (or **Download to print**).
- Tap **Log this test** when you've finished.



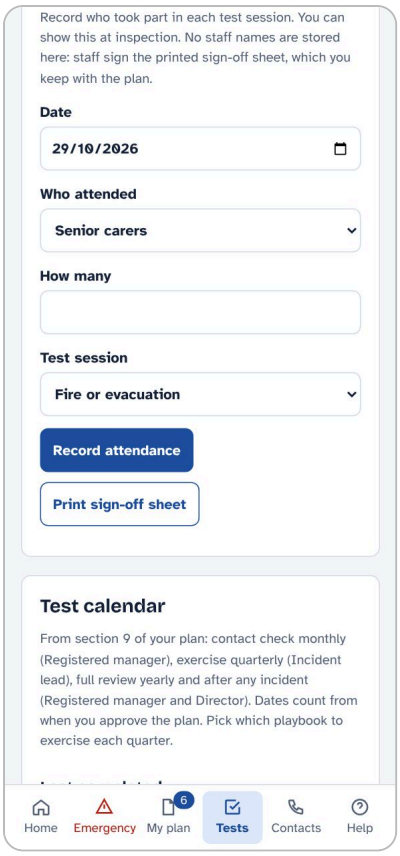

## Log the test

- Under **Log a test**, enter the date, scenario, type of test, who took part (by role) and what didn't work.
- For each problem, tap **Add an action**, say who will do it and by when. Then tap **Save test**.



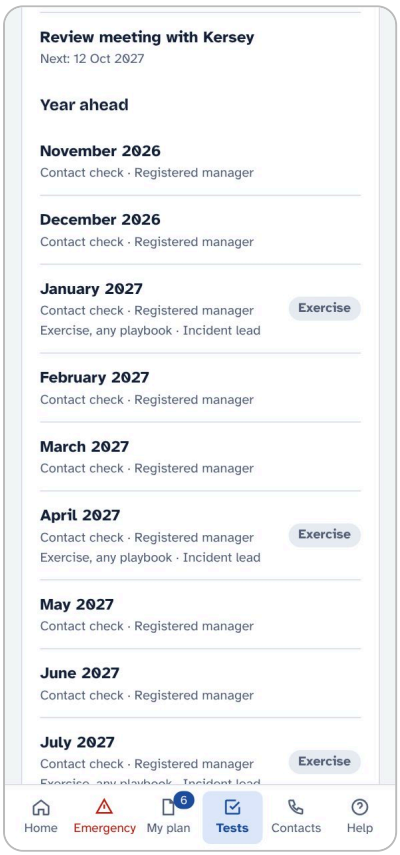

## History and actions

- **History and actions** shows when you last tested, how many tests you've logged and every past test. You can show this at inspection.
- **Open actions** lists what's still to do. Tap **Mark done** when finished. Actions due within 2 weeks or overdue also appear on Home.
- An after-incident review (chapter 4) shows here as a real-incident test, with its actions.




## Record attendance

- Record which roles took part in each session. Staff names aren't stored in the app.
- Tap **Print sign-off sheet** for staff to sign on paper, and keep it with the plan.

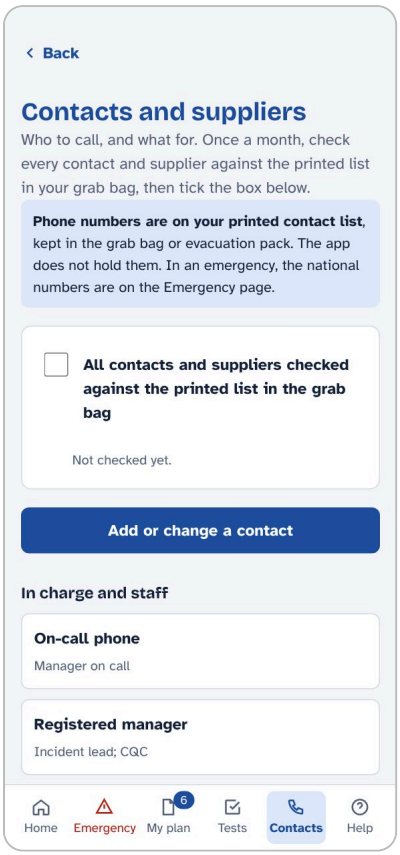



## Test calendar

Shows what's due each month for the year ahead: contact checks, exercises and the yearly review.

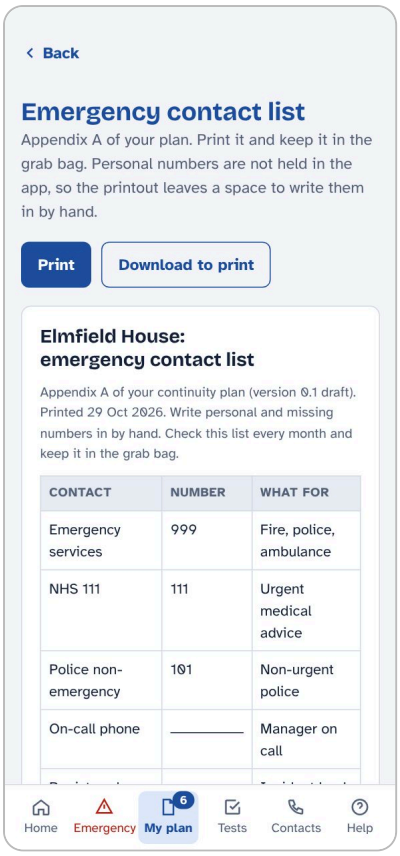
# Contacts

**Contacts** shows who to call and what for, by role, in groups. The numbers themselves are on your printed contact list.




## Check your printed list each month

- Once a month, check every contact and supplier against the printed list in the grab bag, then tick **All contacts and suppliers checked**.
- Tap **Add or change a contact** to tell Kersey about a new or changed contact.




# Print the emergency contact list

- In **My plan**, tap **Print** next to **Emergency contact list** (or **Open** to see it first). Write in the personal numbers by hand.
- Keep it in the grab bag and check it every month.

# Your year at a glance

The app reminds you of each of these on Home when it is due.

| WHEN | WHAT | WHO |
|---|---|---|
| **Every month** | Monthly check, including your printed contact list | You |
| **Every 3 months** | Quarterly check and a plan test | You and your team |
| **After any change** | Tell Kersey with Something's changed | You |
| **After any incident** | Review it from the incident log: what worked, what didn't, actions | You |
| **After a new version** | Approve it, print it for the grab bag within 7 days, then staff sign-off within 2 weeks | You |
| **Once a year** | Review meeting on site (or every 6 months if agreed) | You and Kersey |
| **Any time** | New versions checked and sent to you | Kersey |

# Questions and problems

Quick answers to the things people ask most.

### The app won't open in an emergency.

Use the printed plan and contact list in your grab bag. That's what they're for.

### I've lost my phone.

Tell Kersey straight away so your sign-in on that phone can be stopped. Your screen lock protects the app until then, and no personal numbers are stored in it.

### My code doesn't arrive.

Check your junk folder, wait a minute, then ask for a new code. The code has 8 digits. Check you used your usual work email.

### An inspector asks about our continuity plan.

Print the evidence pack from My plan, and show them your plan and test history. The plan is reviewed by Kersey Consulting, but it is your plan and you approve it.

### Something in the plan is wrong.

Tap Something's changed on Home and tell Kersey. Don't wait for the monthly check.

### I have no signal.

If the app has opened on your phone before, the Emergency page, your plan and contact roles still open. Anything you tick or send is sent when the signal comes back. The incident log stays on the phone.

### A new deputy or manager starts.

Ask Kersey to add their work email. Remove anyone who leaves the same way.

### Is my printed copy the latest?

Every printed page shows the version number. Compare it with the version on Home. If they differ, print the new one and throw the old one away.

### There's a flood or weather alert on Home.

Tap What to do to open the matching incident, and follow official advice. The card goes away when the alert ends. If no alerts ever show, ask Kersey to check your postcode is set.

### Who can see our information?

Only you, anyone you've asked Kersey to add, and Kersey Consulting. Never type names or details of the people you support.

### Getting help

Reply to any email from Kersey Consulting, or tap **Something's changed** in the app. Kersey's contact details are in your welcome email.