

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

1.2, October 2026

SCREENS SHOWN

Elmfield House and Oakmere 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 **Update Plan Detail**.

Contents

PART 1

Getting going

1. About your continuity app
2. Getting started

PART 3

Keeping it working

6. Keeping your plan up to date
7. Testing your plan
8. Contacts
9. Your year at a glance

PART 2

Everyday use

3. Home and your to-do list
4. In an emergency
5. Your plan

PART 4

Help

10. Questions and problems

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 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

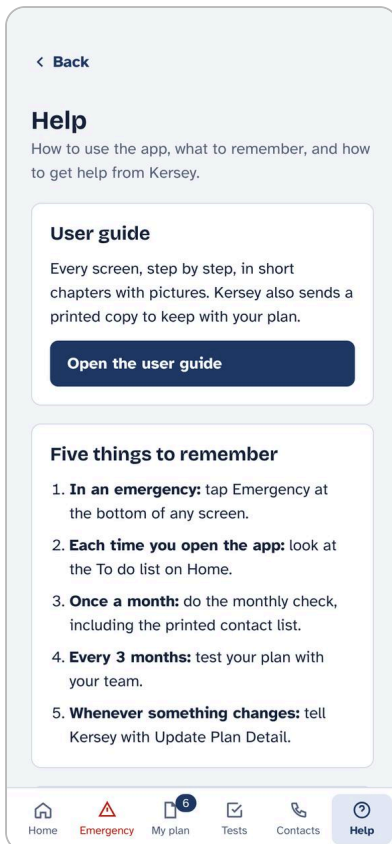
- It holds your plan, risk register, tests, checks and contact roles (who to call and what for).
- It doesn't hold anyone's personal phone numbers or names. Those are on your printed contact list, kept in the grab bag or evacuation pack. National numbers such as 999, 111 and the gas emergency line are 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, 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.

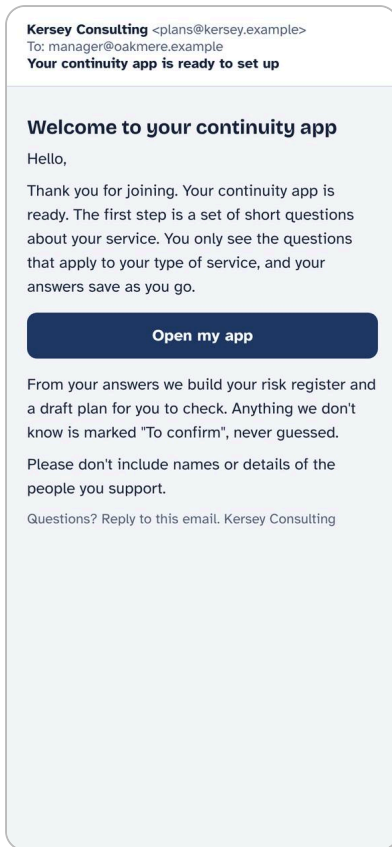


The Help tab

- 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

This takes about 5 minutes, then the set-up questions take around 40 minutes. 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**. There's no password to set.

Sign in

Use your work email. We'll email you a 6-digit code. There's no password to remember.

Work email

manager@oakmere.example

Email me a code

Each person who uses the app signs in with their own work email. Ask Kersey to add your deputy.

STEP 2

Sign in with your work email

- Enter your work email and tap **Email me a code**.
- Always use the same email address. If a deputy will use the app too, ask Kersey to add their work email.

Enter your code

We've sent a 6-digit code to manager@oakmere.example. It works once and runs out after 10 minutes.

4 8 1 2 0 7

☒ Keep me signed in on this phone

Sign in

No code? Check your junk folder, or [send a new code](#).

STEP 3

Enter the code

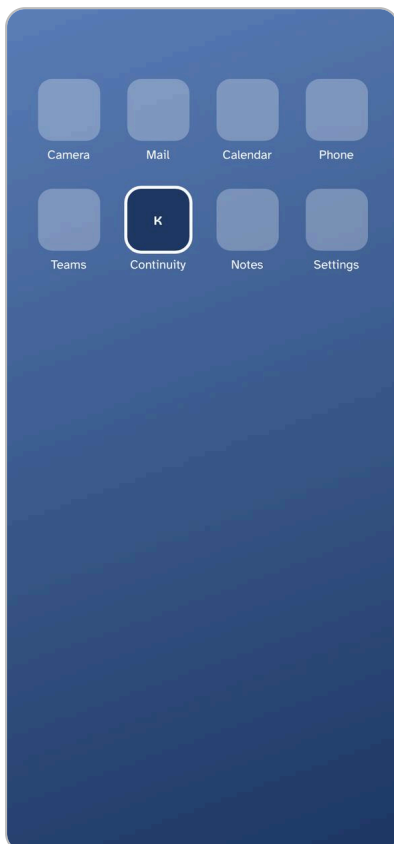
- Type the 6-digit code from the email. It works once and runs out after 10 minutes.
- Tick **Keep me signed in on this phone** so you don't need a code each time.
- No code? Check your junk folder, then tap **send a new code**.



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 installed, the Emergency page, your plan and your contact roles open even with no signal.

STEP 6

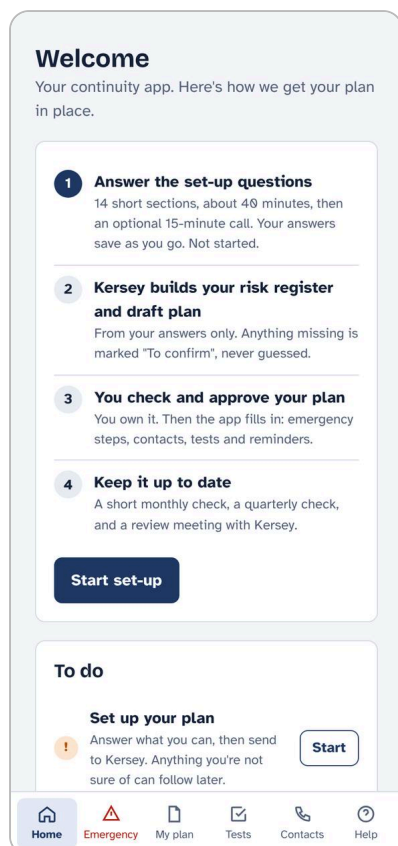
Set a screen lock on your phone

- 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: **Set up your plan.**
- Emergency already shows the national numbers, so the app is useful from day one.



< Back

Set up your plan

14 short sections, about 40 minutes in all, then an optional 15-minute call with Kersey for anything unclear. Your answers save as you go, so you can stop and come back.

0 of 14 sections done Section 1 open

1 2 3 4 5 6 7 8

1. Your service

Please don't include names or details of the people you support.

Service name

Type of service (tick all that apply)

Care home Care home with nursing

Home Emergency My plan Tests Contacts Help

STEP 8

Answer the set-up questions

- The questions are in short sections. The bar at the top shows how far you've got.
- You only see questions that apply to your type of service. The app shows roughly how long the rest will take.
- Your answers save as you go.

Service name

Oakmere Lodge

Type of service (tick all that apply)

Care home Care home with nursing

Home care Supported living

How many sites or offices?

1

Address and postcode of each site or office, one per line

12 Example Road, Sampletown

People supported now

28

Registered capacity (beds or tenancies)

Home Emergency My plan Tests Contacts Help

STEP 9

Section 1: your service

- Tick every type of service you provide, say how many sites you have and give each address.
- Your CQC location ID is optional. If you add it, Kersey can fill in some details from the public CQC register.

3. What can't stop

Please don't include names or details of the people you support.

How long could each of these stop before people are at risk?

Medication	Choose ▾
Personal care	Choose ▾
Meals and fluids	Choose ▾
Keeping people warm	Choose ▾
Night checks or night support	Choose ▾
Records	Choose ▾

Does anyone have time-critical medicines?

Owner

[Home](#)
[Emergency](#)
[My plan](#)
[Tests](#)
[Contacts](#)
[Help](#)

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.

1 of 14 sections done. Still open: Who's in charge, What can't stop, Staffing, Things only one person knows, Your buildings, Utilities and equipment, Systems and records, Suppliers and NHS links, Telling people, Money and cover, What's happened before, Quick check, Changes ahead. You can send now and finish these later.

Please send me (2)

How long could each of these stop before people are at risk?

What can't stop · Not sure

Does anyone have time-critical medicines?

What can't stop · Someone else knows (ask: Owner)

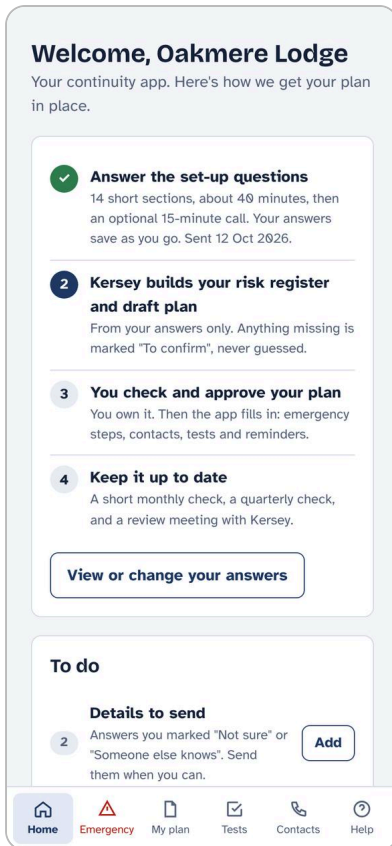
When you send, Kersey builds your risk register first, then your plan, from these answers. Nothing is made up: anything missing is marked "To confirm". You then check and approve the plan.

[Home](#)
[Emergency](#)
[My plan](#)
[Tests](#)
[Contacts](#)
[Help](#)

STEP 11

Check and send

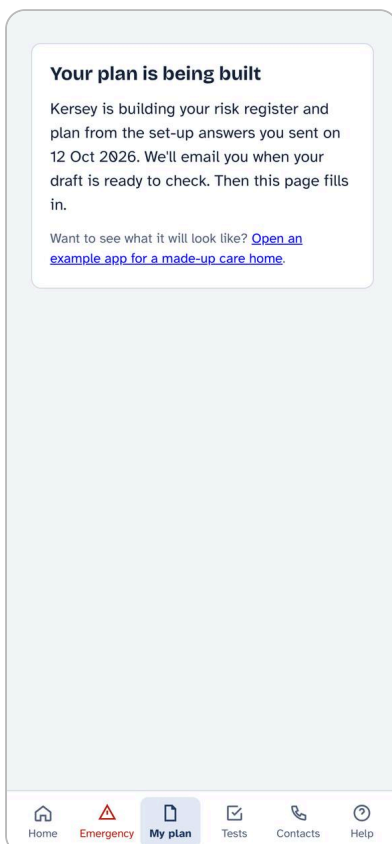
- The last section shows what you've answered and what's still open.
- Tap **Send to Kersey**. If anything needs clearing up, Kersey books a 15-minute call with you.



STEP 12

While Kersey builds your plan

- Home shows that your answers are with Kersey.
- Kersey builds your risk register and a draft plan, checks them, then sends them back to you in the app.



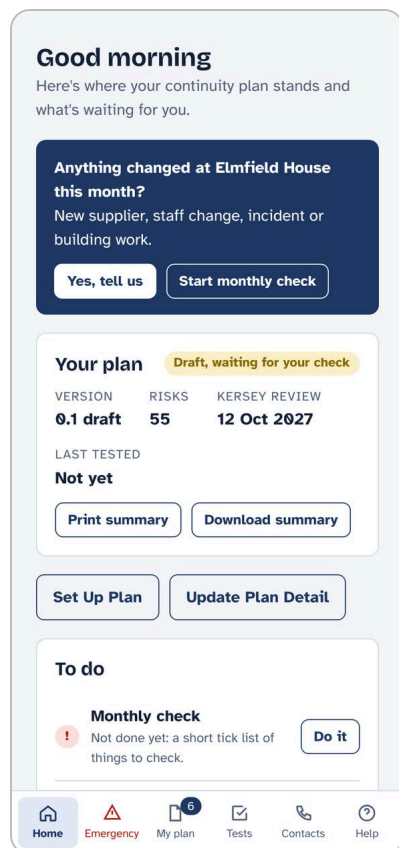
STEP 13

Your draft arrives

- When your draft is ready it appears under **My plan**, marked **To check**.
- Chapter 4 explains how to check it and approve it.

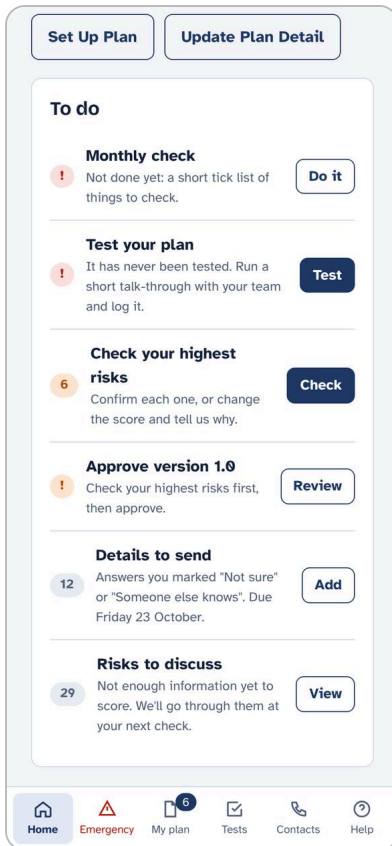
Home and your to-do list

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



Your plan at a glance

- The top card asks if anything has changed this month. Tap **Yes, tell us** to report a change, or **Start monthly check**.
- **Your plan** shows the version, number of risks, your next Kersey review and when the plan was last tested.
- **Print summary** and **Download summary** give a one-page summary you can show an inspector.

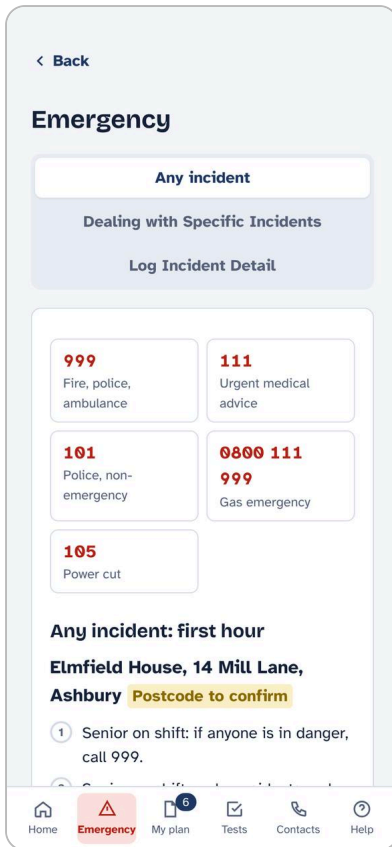


Your to-do list

- 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, testing your plan, checking your highest risks, approving a new version, details to send to Kersey, and staff sign-off after an update.
- When the list is empty, there's nothing you need to do.

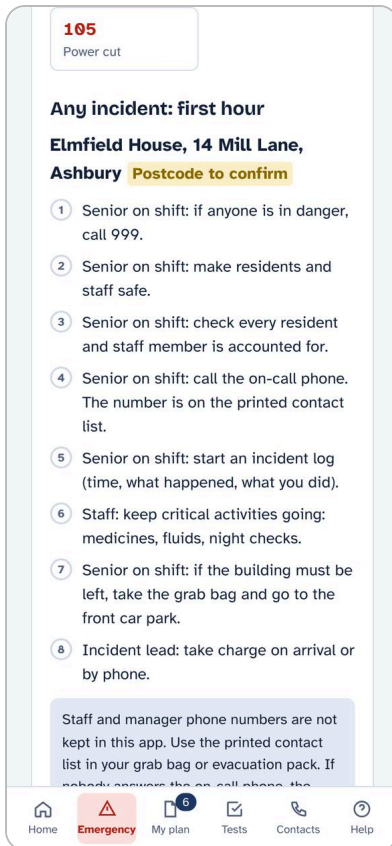
In an emergency

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



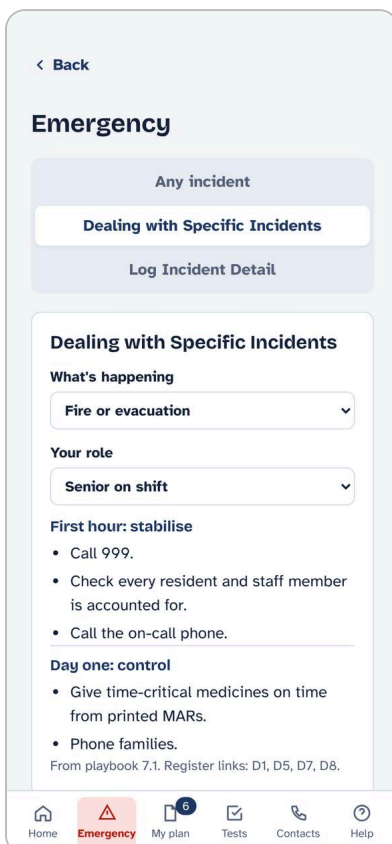
Call for help

- 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.



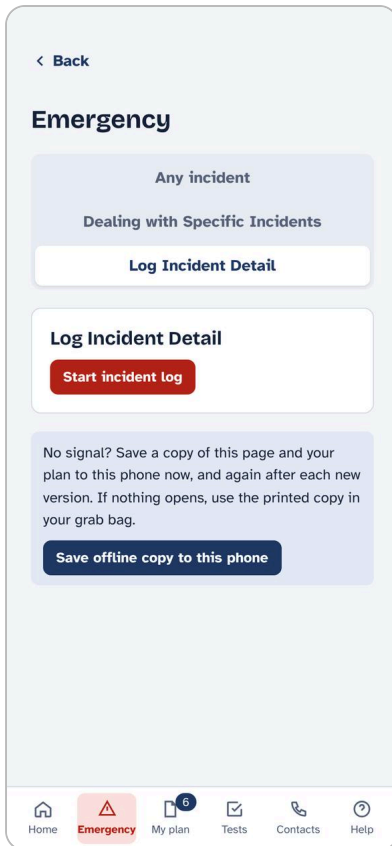
Any incident: the first hour

- **Any incident** 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.



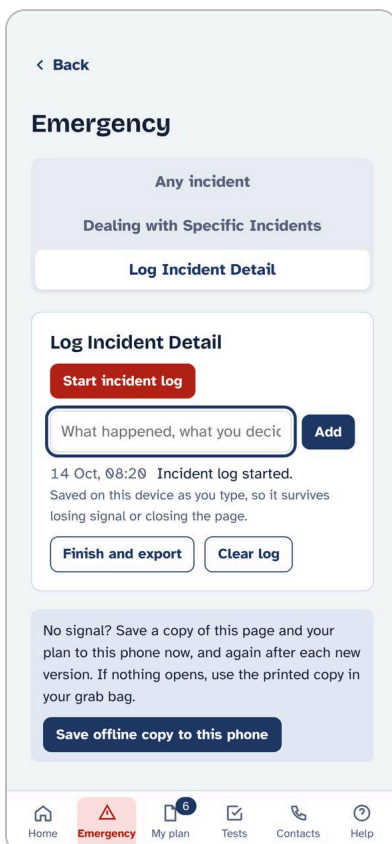
Dealing with a specific incident

- Tap **Dealing with Specific Incidents**, then choose what's happening (for example fire, power failure, staff shortage) and 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.



Save an offline copy

- Under **Log Incident Detail**, tap **Save offline copy to this phone**. This saves the emergency pages and your plan as one file on the phone.
- Do this again each time Kersey sends a new version.

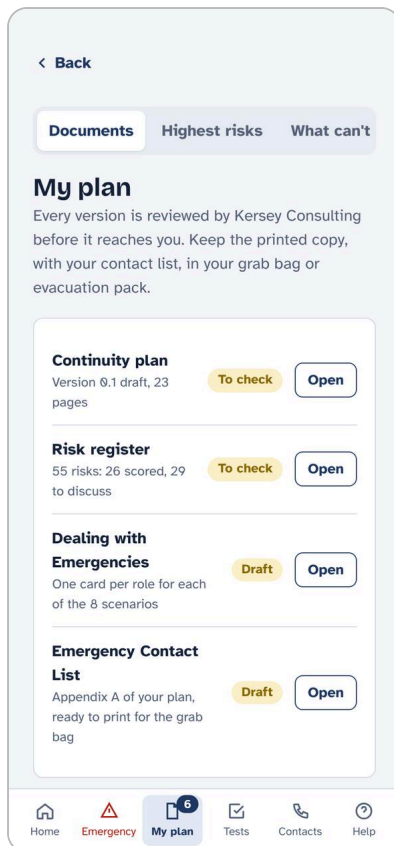


Keep an incident log

- Tap **Start incident log**, then 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.
- Tap **Finish and export** when the incident is over. Kersey uses the log to update your plan.

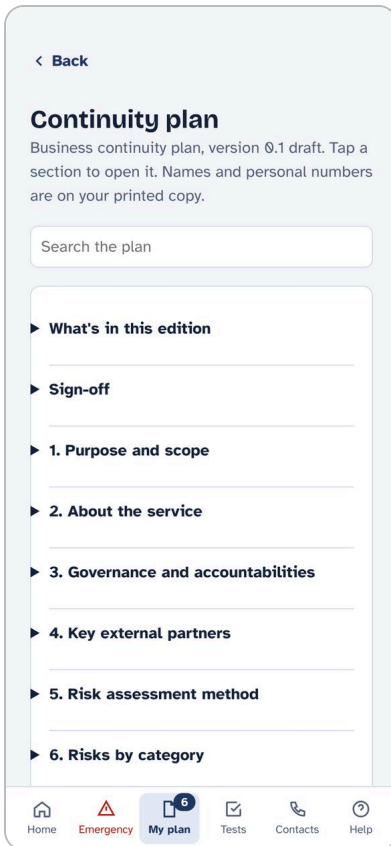
Your plan

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.



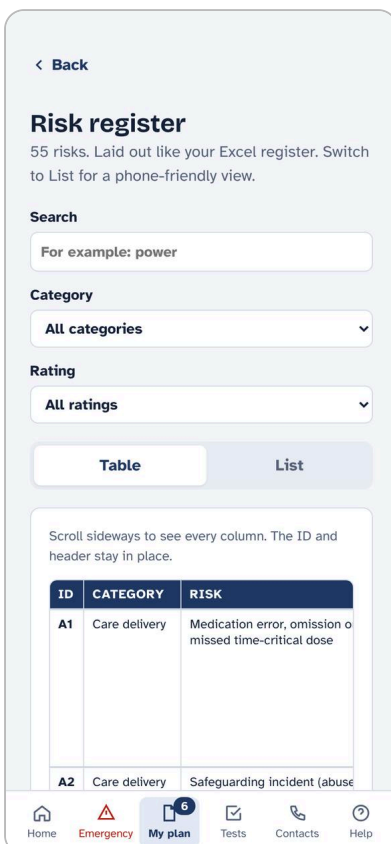
Your documents

- Each document shows its version and status: **To check**, **Draft** or **Approved**. Tap **Open** to read it.
- The three tabs at the top are **Documents**, **Highest risks** and **What can't stop**.



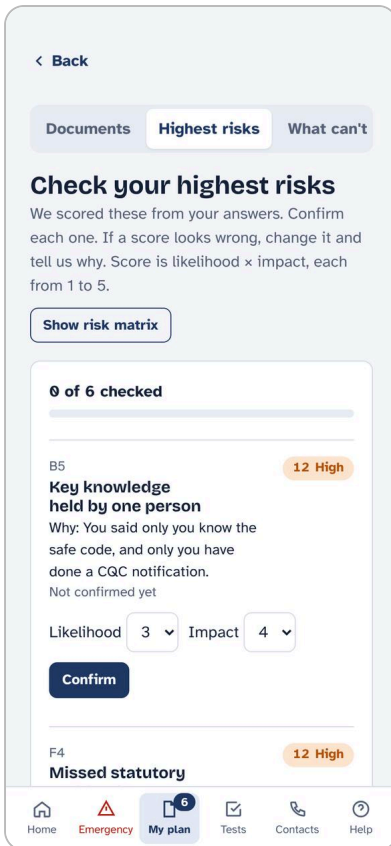
Read your plan

- 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.



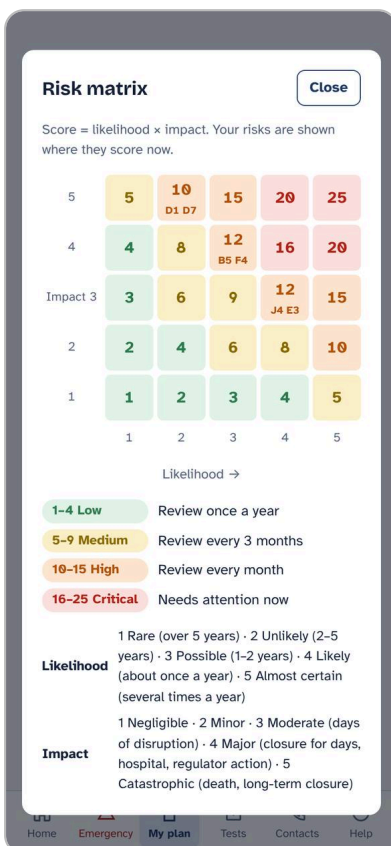
Your risk register

- Every risk, laid out like the Excel register. Filter by category or rating, or search.
- Switch to **List** for an easier view on a phone.



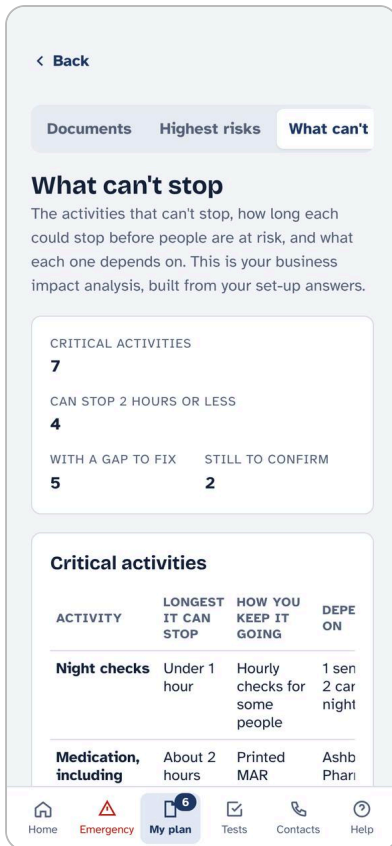
Check your highest risks

- 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.



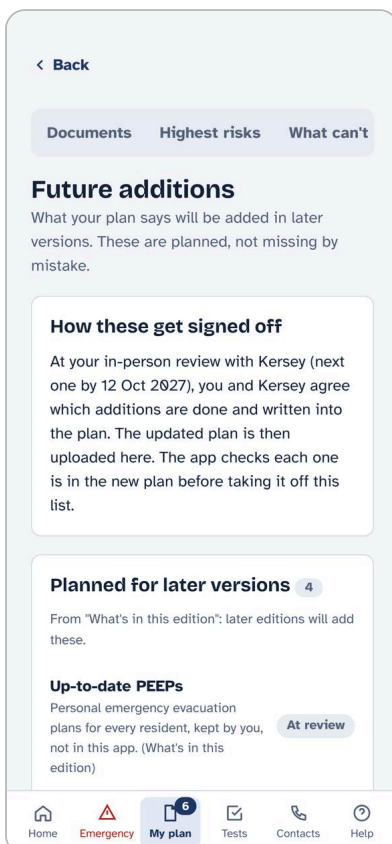
The risk matrix

- 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.



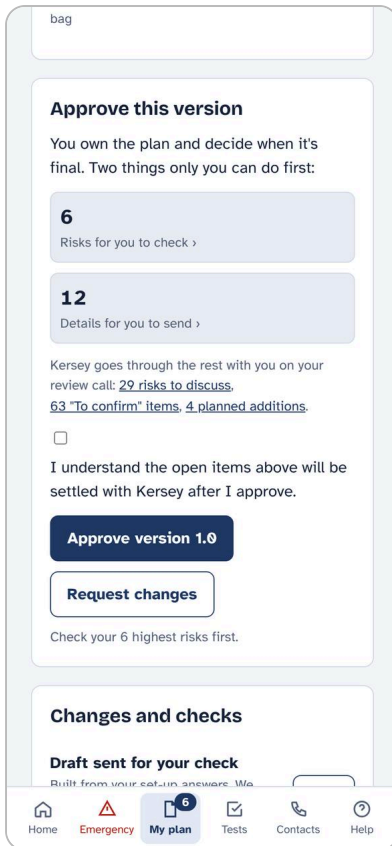
What can't stop

- 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 a mutual-aid agreement. They're planned, not missing by mistake.
- They are signed off with Kersey at your review meeting.



Approve a version

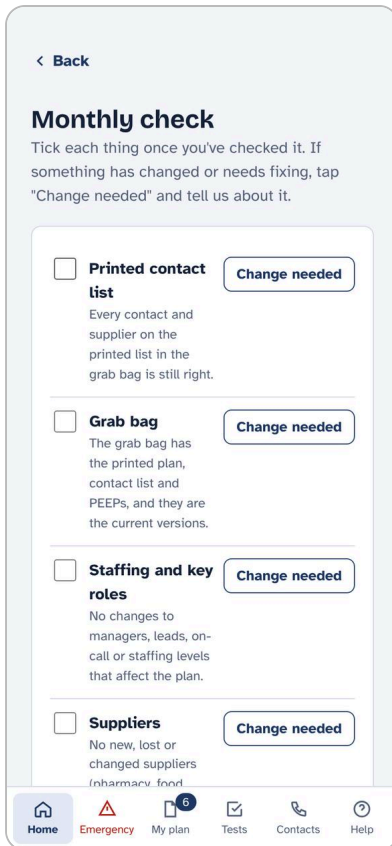
- At the bottom of **My plan**, the approve card shows the two things only you can do first: **check your risks** and **send missing details**.
- Anything else is settled with Kersey at your review. Tick the box, then tap **Approve**. The app records who approved and when.
- Not happy? Tap **Request changes** and say what's wrong.

Keeping your plan up to date

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

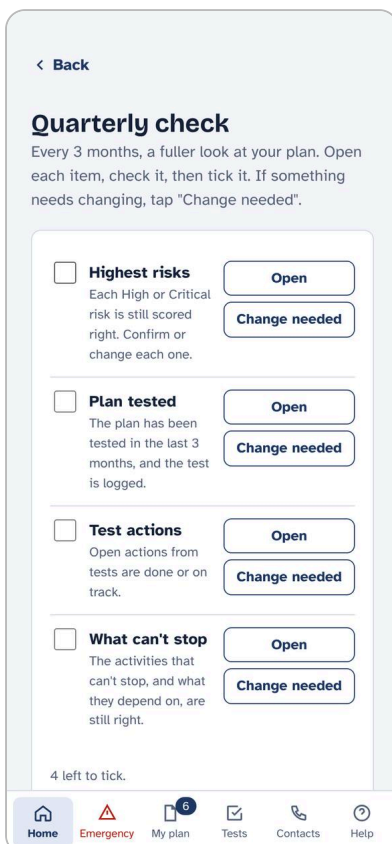
Tell Kersey about a change

- Tap **Update Plan Detail** on Home (or **Change needed** in any check).
- Pick what has changed, say what changed and when, and whether it needs action in the next few days. Send one update per change.
- Kersey 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.



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: staff sign-off

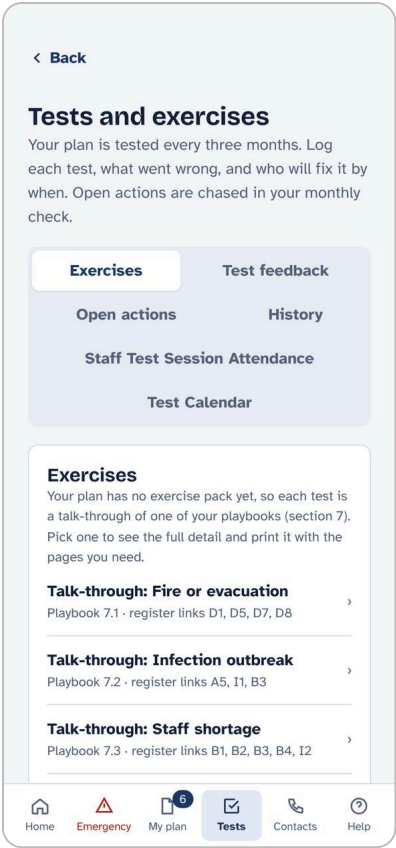
- When an updated plan is approved, all staff sign a paper sheet to say they understand what to do in an emergency.
- When everyone has signed, tick **All signed** on your to-do list. Do this within 2 weeks.

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**.

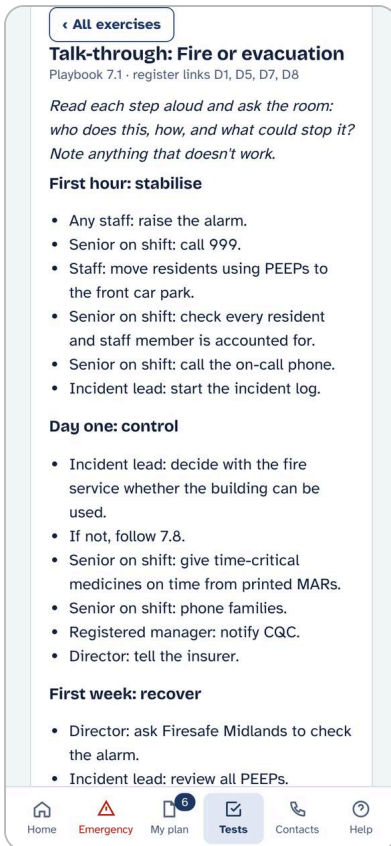
Testing your plan

Test your plan every 3 months. A test can be a short talk-through with your team around a table.



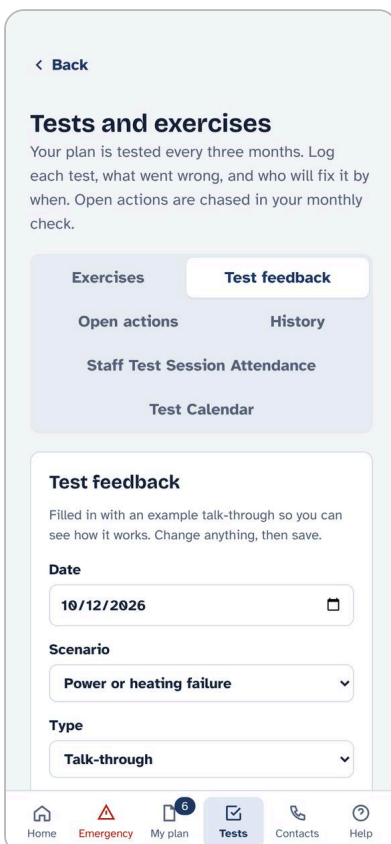
Choose an exercise

Open **Tests**. Under **Exercises**, pick a scenario, for example a fire or a power failure.



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.



Log the test

Under **Test feedback**, enter the date, scenario, type of test, who took part (by role) and what didn't work.

Scenario

Power or heating failure

Type

Talk-through

Who took part

Registered manager, deputy, two senior

What didn't work

Night staff didn't know where the torches were kept. Nobody knew the electricity supplier's account number.

Actions

Put torches in the gr Deputy manage

10/26/2026

Send the electricity € Director

10/23/2026

+ Add another action

Save test

Add actions

For each problem, add an action, who will do it and by when. Tap **Save test**.

< Back

Tests and exercises

Your plan is tested every three months. Log each test, what went wrong, and who will fix it by when. Open actions are chased in your monthly check.

Exercises **Test feedback**

Open actions (2) History

Staff Test Session Attendance

Test Calendar

Open actions

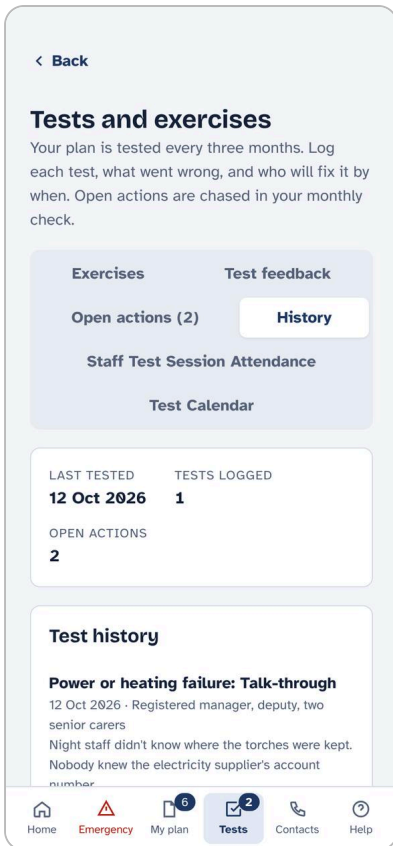
Put torches in the grab bag and tell night staff

Due in 14 days Mark done

Deputy manager · by 26 Oct 2026

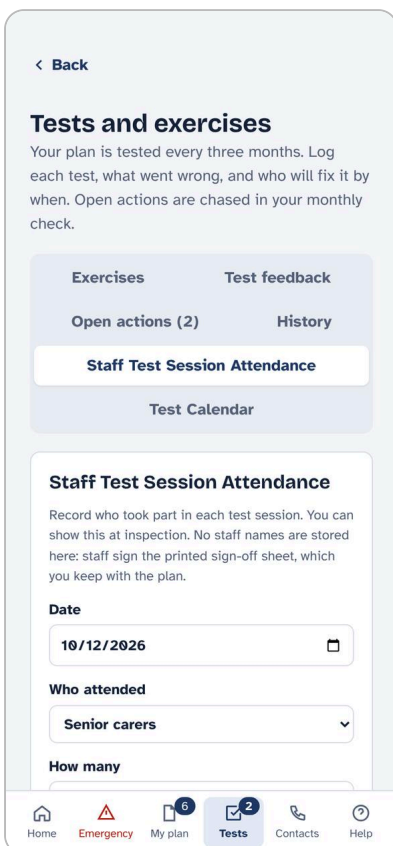
Follow up actions

- **Open actions** lists what's still to do, with how long is left. Tap **Mark done** when finished.
- Actions due within 2 weeks or overdue also appear on Home.



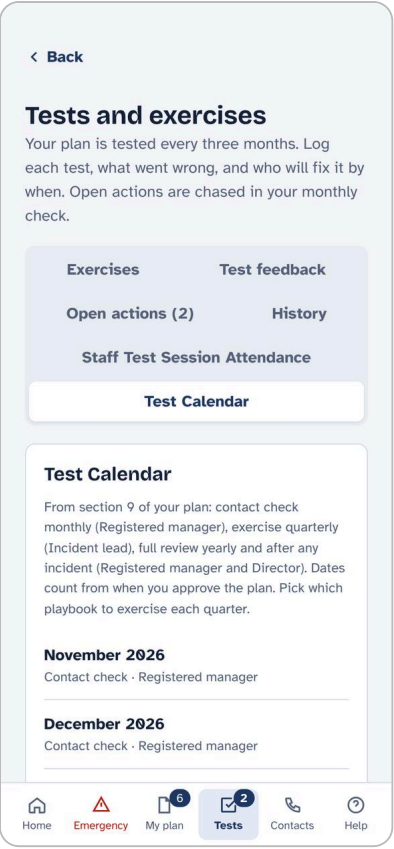
Test history

History shows when you last tested, how many tests you've logged and every past test. You can show this at inspection.



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.

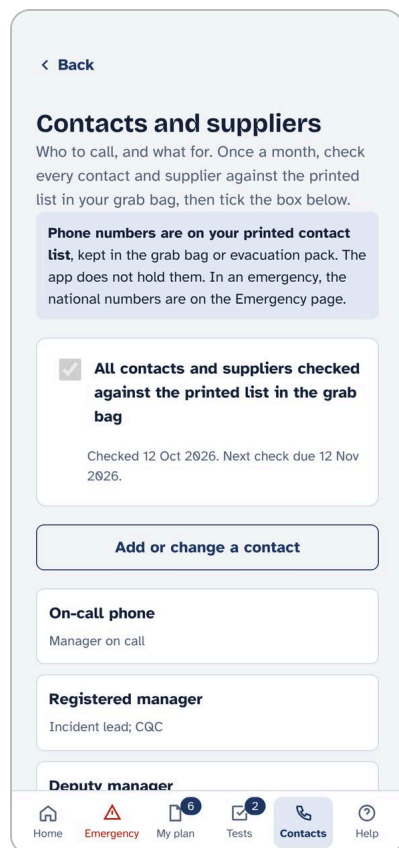


Test calendar

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

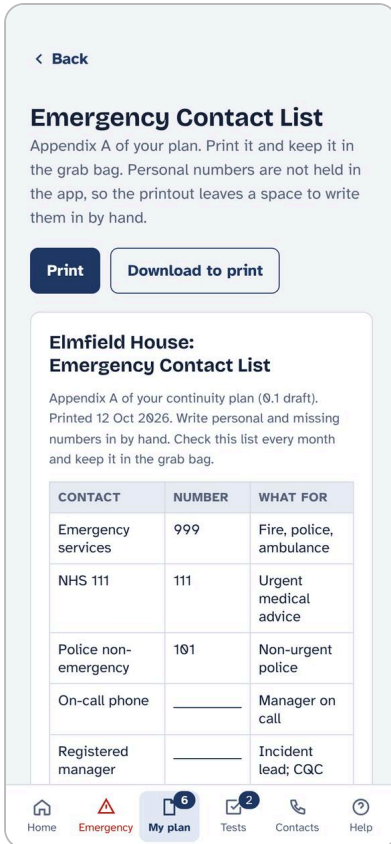
Contacts

Contacts shows who to call and what for, by role. 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

- Open **Emergency Contact List** from My plan. Print it and 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 Update Plan Detail	You
After a new version	Approve it, 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 tap send a new code. Check you used your usual work email.

Something in the plan is wrong.

Tap Update Plan Detail and tell Kersey. Don't wait for the monthly check.

I have no signal.

If the app is installed, the Emergency page, your plan and contact roles still open. The incident log saves on the phone and sends later.

A new deputy or manager starts.

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

An inspector asks about our continuity plan.

Show them My plan, your test history and the one-page summary from Home. The plan is reviewed by Kersey Consulting, but it is your plan and you approve it.

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 use **Update Plan Detail** in the app. Kersey's contact details are in your welcome email.