



Coronavirus Policy and Procedure for day services and Domiciliary care

Introduction

1. Purpose

1.1: To ensure that D&H Community Support remains up to date and is able to respond in the event of a member of staff, customer or other, contracting the virus (SARS coronavirus-2 (SARS-CoV-2)) which results in the disease COVID-19.

1.2: To support D&H Community Support in meeting the following Key Lines of Enquiry:

Key Lines of Enquiry

SAFE: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

SAFE: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
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SAFE: How well are people protected by the prevention and control of infection?
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WELL-LED: How does the service work in partnership with other agencies?
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1.3: To meet the legal requirements of the regulated activities that D&H Community Support is registered to provide:

The Coronavirus Act 2020

The Health Protection (Coronavirus) Regulations 2020

Civil Contingencies Act 2004 Control of Substances Hazardous to Health Regulations 2002

Equality Act 2010

Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015

Health and Safety at Work etc. Act 1974

2. Scope

2.1 The following roles may be affected by this policy:

- All staff
- Senior Management

2.2 The following People may be affected by this policy:

- Customers

2.3 The following stakeholders may be affected by this policy:

- Family

- Commissioners
- External health professionals
- Local Authority
- NHS

3. Objectives

3.1: To ensure that safe, effective procedures are in place with staff and customers having information in an accessible format.

3.2: As the spread of the virus is resulting in response requirements changing daily, D&H Community Support will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.

4. Policy

4.1: D&H Community Support recognises that the outbreak of a new strain of coronavirus SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 is a fast-moving situation. With the WHO stating that that COVID-19 is now classed as an 'pandemic', D&H Community Support, as care providers, will ensure robust infection control and business continuity plans form part of preparing business at D&H for any event that can cause disruption to the normal business.

4.2: D&H Community Support will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations in the Pandemic Policy and Procedure. D&H Community Support understands that business continuity planning involves all aspects of the business and to be effective D&H Community Support must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3: D&H Community Support understands that they have a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support customers with this too. D&H Community Support will ensure that staff have access to reliable information to reduce anxiety and dispel any myths and inaccurate information that may cause worry or distress to staff, customers or the wider public.

5. Procedure

5.1 Pandemic Policy

D&H Community support recognises that the WHO has declared COVID-19 can be characterised as a pandemic on 11 March 2020. D&H Community Support will ensure that it reviews the Pandemic Policy and Procedure and will ensure that the business is prepared and that robust business continuity plans are in place.

5.2 Reducing the Risk of Contracting or Spreading the Virus

D&H Community support will ensure that staff are informed of Government policy, when not at work and follow the WHO and [Public Health England advice](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support customers to follow the government requirements and remind them that failure to follow this can result in a fine. The following procedures must be followed.

You can only leave your home for the following:

- spend time outdoors, including private gardens and other outdoor spaces, in groups of up to six people from different households, following social distancing guidelines

- visit car showrooms and outdoor markets
- in line with the arrangements made by your school, send your child to school or nursery if they are in early years, reception, year 1 or year 6, if you could not before
- To travel to and from work
- For any medical need
- To shop for essentials

Further measures:

- **Wash your hands regularly and properly** for at least 20 seconds (2 verses of Happy Birthday) by using soap and running water
- **Use hand sanitiser** when it is not possible to wash hands with soap and water. Hand sanitiser must be to recommended standard
- **Maintain at least 2 metres (6 foot) distance** between yourself and anyone. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease
- **Avoid touching eyes, nose and mouth.** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick
- **Practice respiratory hygiene.** Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. If you do not have a tissue, use your sleeve. Then dispose of the used tissue immediately and wash your hands or use hand sanitiser if you do not have immediate access to soap and running water. Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19

5.3 The NHS test and trace service:

Guidance from the government on 27th May 2020;

- **Isolate:** as soon as you experience coronavirus symptoms, medical advice is clear: you must self-isolate for at least 7 days. Anyone else in your household must self-isolate for 14 days from when you started having symptoms
- **Test:** order a test immediately through Jon Hall- Head of Services for staff. If a customer, order a test through the NHS website or call 119
- **Results:** if your test is positive, you must complete the remainder of your 7-day self-isolation. Anyone in your household must also complete self-isolation for 14 days from when you started having symptoms. If your test is negative, you and other household members no longer need to self-isolate
- **Share contacts:** if you test positive for coronavirus, the NHS test and trace service will send you a text, email alert or call you with instructions of how to share details of people with whom you have had close, recent contact and places you have visited. In order to obtain this information from D&H, please call the appropriate base, where the senior will be able to tell you which individuals the person has come into contact with through the use of detailed daily planners. It is important that you respond as soon as possible so that appropriate advice can be given to those who need it. You will be told to do this online via a secure website or you will be called by a contract tracer.

If you are contacted by the NHS test and trace service because you have been in close contact with someone who has tested positive for coronavirus

- **Alert:** you will be alerted by the NHS test and trace service if you have been in close contact with someone who has tested positive for coronavirus. The alert will usually come by text, email, or phone call. You should then log on to the NHS test and trace website, which is normally the easiest way for you and the service to communicate with each other – but, if not, a trained call handler will talk you through what you must do.
- **Isolate:** you will be told to begin self-isolation for 14 days from your last contact with the person who has tested positive. It is important to do this even if you do not feel unwell because, if you have been infected, you could become infectious to others at any point up to 14 days. Your household does not need to self-isolate with you, if you do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with you at home
- **Test if needed:** if you develop symptoms of coronavirus, other members of your household must self-isolate immediately at home for 14 days and you must book a test through either Jon Hall or at www.nhs.uk/coronavirus or call 119 if you have no internet access. If your test is positive, you must continue to stay at home for at least 7 days and we will get in touch to ask about your contacts since they must self-isolate. If your test is negative, you must still complete your 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.

It is imperative that if anyone develops any of the following symptoms, they do not attend any of our services and the above steps are followed:

- A high temperature- this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough- this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss or change to your sense of smell or taste- this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

6. Guidance for Customers attending D & H

6.1 Procedure when entering a building:

- On entry to the building there will be a station set up where customers, staff and visitors will have their temperatures checked as they enter the building, hands sanitised, and the necessary PPE applied. This may be wearing a face visor or a mask, if possible, depending on how the customer feels about it.
- Once PPE has been applied, customers will be taken to a designated area for their daily activities. These areas will have their photograph on their table and will comply with the two-metre social distancing measures.

- Each zone will be allocated customers and they will stay together to minimise any risk. They will have their own allocated staff, toilets and drinks area. Staff will provide support in marked out areas to ensure social distancing is observed and a strict cleaning routine will be in place.

7 Health & safety in the workplace:

7.1 Cleaning the Office and Workplace:

D&H Community support will follow Public Health England [guidance on cleaning](#). Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or a loss or change to smell or taste. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- A strict cleaning rota to be in place
- All surfaces and objects to be cleaned after every use
- All high-contact areas such as toilets, door handles, telephones etc to be cleaned regularly
- PPE to be worn at all times and to use the correct donning and doffing techniques
- If an outbreak was to occur, the zoned area to be thoroughly deep cleaned

7.2 Rubbish Disposal Including Tissues

All waste that has been in contact with the individual with symptoms, including used tissues, continence pads and other items soiled with bodily fluids, must be put in a plastic rubbish bag and tied. These bags should be placed into another bag, tied securely, and kept separate from other waste within the room. This must be put aside for at least 72 hours before being disposed of as normal.

7.3 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. D & H Community Support will monitor the changing situation. D & H Community Support will display posters at the entrance, with strict instructions not to enter the building. Any visitors will be met at the entrance to find out the purpose of their visit. Only essential visitors will be allowed in, and strict regimes will be followed to ensure good hand hygiene and appropriate PPE applied.

7.4 Raising Concerns

D & H Community Support has effective procedures in place to allow staff to raise any concerns in relation to equipment, policies and processes for managing COVID-19 at the earliest opportunity. All staff must be aware of the Whistleblowing Policy and Procedure at D & H Community Support and be able to raise concerns without any fear and receive timely feedback on their concerns.

7.5 Shielding At Risk Groups

From the 1st of June, the Government has eased some restrictions for people at risk. They can now go outside with their family unit or if a single person, they can meet one other person but must be outside. The full Public Health England guidance can be read [here](#). Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others.

Please see the following links for reference:

<https://www.cqc.org.uk/news/stories/how-were-responding-outbreak-coronavirus>

Handwashing and Handsanitiser fact sheet:

[https://www.who.int/gpsc/5may/Hand Hygiene Why How and When Brochure.pdf](https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)

Handwashing Video:

<https://www.bbc.co.uk/news/av/health-51637561/coronavirus-watch-how-germs-spread>

Public Health England Posters:

<https://campaignresources.phe.gov.uk/resources/search?utf8=%E2%9C%93&q=COVID-19> Care Provider Alliance - Multiple Resources:

<https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>

SCIE - Multiple Resources:

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