



# 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

<b>SAFE:</b> How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
<b>SAFE:</b> How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
<b>SAFE:</b> How well are people protected by the prevention and control of infection?
<b>WELL-LED:</b> How does the service work in partnership with other agencies?

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.

**UPDATE- As of the 6<sup>th</sup> January 2021, the UK will re-enter a national lockdown. This is due to the rapid increase in cases of Covid-19 from a new variant strain which is 70% more transmissible. The new guidance is as follows:**

- People are being told to stay at home unless they have a specific reason to leave, such as work which cannot be done from home and education. **D&H are classed as an essential service and can continue to stay open. Staff are considered as Key Workers**
- People are allowed to leave home for exercise, medical reasons, food and other essential shopping and providing care for vulnerable people
- Meeting indoors or in private gardens will not be allowed, but you can meet one other person from another household outside in a public place
- Pubs, bars, restaurants and non-essential retail across the nation will close but takaways and click and collect shopping can remain open
- Leisure and entertainment venues, including gyms, will also close
- People are still allowed to form support bubbles

## We will still need to maintain the following 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 a 1-meter plus 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
- **As of the 24<sup>th</sup> July face coverings must be worn in shops,** unless you have an exemption card.

### 5.3 The NHS test and trace service:

#### Guidance from the government on 27<sup>th</sup> May 2020;

- **Isolate:** as soon as you experience coronavirus symptoms, medical advice is clear: you must self-isolate for at least 10 days. Anyone else in your household must self-isolate for 10 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 10-day self-isolation. Anyone in your household must also complete self-isolation for 10 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 10 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 10 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 10 days and you must book a test through either Jon Hall or at

[www.nhs.uk/coronavirus](https://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 10 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 10-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 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. There are QR codes at the entrance to all D&H sites for people who have the NHS App to scan. If an individual doesn't have the NHS App, a track and trace form will need to be filled out, stored securely and destroyed after 21 days.

### 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

The UK will re-enter a National Lockdown as of Wednesday the 6<sup>th</sup> of January 2021. This will be reviewed at February half term. The government has highlighted that people on the 'extremely critically vulnerable' list, are strongly advised to shield. The new guidance now includes individuals with Down's Syndrome and adults on dialysis or with chronic Kidney disease (stage 5). D&H will make families aware of this new advice. It is then down to families/carers to decide whether to continue with the service or shield. If the choice is to continue with the service, a risk assessment will be put in place and signed by family/carers. Any staff that are classed as 'extremely critically vulnerable' will need to discuss this with the management team, and suitable arrangements will be made in the best interests of the individual.

### 7.6 BAME at Risk Groups

There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death. D&H Community Support will risk assess and provide guidance to employees and customers when returning to work to ensure safe practice in the workplace.

### 7.7 Tier Systems

A THREE-TIER system has been rolled out in England to try and halt the spread of the coronavirus. This was introduced on the 12<sup>th</sup> October 2020.

**Update:** As of the 6<sup>th</sup> January 2021, this has been increased to a FIVE-TIER system. Tier 5 now means that the whole of the UK is in a National Lockdown. This is due to a new variant strain of Covid-19 called 'VUI – 202012/01' (the first Variant Under Investigation in December 2020). This strain is 70% more transmissible than the previous strain of Covid-19. There has been an incredibly sharp increase in cases and a lockdown is needed to try and get the virus under control. This will be reviewed during February half term.

## CORONAVIRUS TIER 1

# MEDIUM ALERT

[gov.uk/coronavirus](https://gov.uk/coronavirus)

Around 1 in 3 people with Covid-19 have no symptoms so will be spreading the virus without realising. We must all take action to protect each other and our hospital capacity.

MEETING FRIENDS AND FAMILY	BARS, PUBS AND RESTAURANTS	RETAIL	WORK AND BUSINESS
Maximum of six indoors or outdoors, apart from members of a single household or support bubble.	Venues must be table service only. They must stop taking orders at 11pm and must close by 11pm.	Open.	Everyone who can work from home should do so.
EDUCATION	INDOOR LEISURE	ACCOMMODATION	PERSONAL CARE
Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.	Open.	Open.	Open.
OVERNIGHT STAYS	WEDDINGS AND FUNERALS	ENTERTAINMENT	PLACES OF WORSHIP
Permitted with household or support bubble, or up to 6 people.	15 guests for weddings, civil partnerships, wedding receptions and wakes; 30 for funerals.	Open.	Open, but cannot interact with anyone outside household or support bubble.
TRAVELLING	EXERCISE	RESIDENTIAL CARE	LARGE EVENTS
Walk or cycle if possible, plan ahead and avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble. Avoid travelling into a Tier 3 area, other than where necessary such as for work or education. Further exemptions apply.	Clares and organised adult sport can take place outdoors, but must follow the rule of six indoors. Organised activities for elite athletes, under-18s and disabled people can continue.	COVID-secure arrangements such as substantial screens, visiting pods, and window visits. An interim measure, indoor visits in the absence of testing will be limited to two people from a Tier 1 area with social distancing, no physical contact, PPE use and good hand hygiene observed at all times. Where testing is available, it should be used.	Sport, live performances and business meetings limited to 50% capacity or 4000 people outdoors (whichever is lower) and 50% capacity or 1000 people indoors (whichever is lower).

For support and more information visit: [gov.uk/coronavirus](https://gov.uk/coronavirus)



## CORONAVIRUS TIER 2

# HIGH ALERT

[gov.uk/coronavirus](https://gov.uk/coronavirus)

Around 1 in 3 people with Covid-19 have no symptoms so will be spreading the virus without realising. We must all take action to protect each other and our hospital capacity.

MEETING FRIENDS AND FAMILY	BARS, PUBS AND RESTAURANTS	RETAIL	WORK AND BUSINESS
No mixing of households indoors, apart from support bubbles. Maximum of six outdoors.	Pubs and bars must close, unless operating as restaurants. Hospitality venues can only serve alcohol with substantial meals. Venues must stop taking orders at 10pm and must close by 11pm.	Open.	Everyone who can work from home should do so.
EDUCATION	INDOOR LEISURE	ACCOMMODATION	PERSONAL CARE
Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.	Open.	Open.	Open.
OVERNIGHT STAYS	WEDDINGS AND FUNERALS	ENTERTAINMENT	PLACES OF WORSHIP
Permitted with household or support bubble.	15 guests for weddings, civil partnerships, wedding receptions and wakes; 30 for funerals.	Open.	Open, but can not interact with anyone outside household or support bubble.
TRAVELLING	EXERCISE	RESIDENTIAL CARE	LARGE EVENTS
Reduce the number of journeys you make and walk or cycle if possible. Avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble. Avoid entering a Tier 3 area, or other than where necessary such as for work or education. Further exemptions apply.	Clares and organised adult sport can take place outdoors, but cannot take place indoors if there is any interaction between people from different households. Organised activities for elite athletes, under-18s and disabled people can continue.	COVID-secure arrangements such as substantial screens, visiting pods, and window visits. Outdoor visits will enable indoor visits including contact.	Sport, live performances and business meetings limited to 50% capacity or 2000 people outdoors (whichever is lower) and 50% capacity or 1000 people indoors (whichever is lower).

For support and more information visit: [gov.uk/coronavirus](https://gov.uk/coronavirus)



## CORONAVIRUS TIER 3

# VERY HIGH ALERT

[gov.uk/coronavirus](https://gov.uk/coronavirus)

Around 1 in 3 people with Covid-19 have no symptoms so will be spreading the virus without realising. We must all take action to protect each other and our hospital capacity.

MEETING FRIENDS AND FAMILY	BARS, PUBS AND RESTAURANTS	RETAIL	WORK AND BUSINESS
No mixing of households indoors, or most outdoor places, apart from support bubbles. Maximum of six in some outdoor public spaces (e.g. parks, public gardens).	Hospitality closed, with the exception of take away, or ice cream or delivery.	Open.	Everyone who can work from home should do so.
EDUCATION	INDOOR LEISURE	ACCOMMODATION	PERSONAL CARE
Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.	Open. Group activities and classes should not take place.	Closed (with limited exceptions)	Open.
OVERNIGHT STAYS	WEDDINGS AND FUNERALS	ENTERTAINMENT	PLACES OF WORSHIP
We advise against overnight stays other than with household or support bubble.	15 guests for weddings, civil partnerships and wakes; 30 for funerals. Wedding receptions not permitted.	Indoor venues closed.	Open, but cannot interact with anyone outside household or support bubble.
TRAVELLING	EXERCISE	RESIDENTIAL CARE	LARGE EVENTS
Avoid travelling outside your area, other than where necessary such as for work or education. Further exemptions apply. Reduce the number of journeys where possible. Plan ahead and avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble.	Clares and organised adult sport can take place outdoors, but people should avoid higher risk contact activity. Group exercise activities and sports indoors should not take place, unless with your household or bubble. Organised activities for elite athletes, under-18s and disabled people can continue.	COVID-secure arrangements such as substantial screens, visiting pods, and window visits. Outdoor visits only (rollout of rapid testing will enable indoor visits including contact).	Events should not take place. Drive-in events permitted.

For support and more information visit: [gov.uk/coronavirus](https://gov.uk/coronavirus)



## CORONAVIRUS TIER 4

# STAY AT HOME

[gov.uk/coronavirus](https://gov.uk/coronavirus)

If you live in a Tier 4 area, you cannot join or form a Christmas bubble. You must not leave or be outside of your home except for specific purposes.

MEETING FRIENDS AND FAMILY	BARS, PUBS AND RESTAURANTS	RETAIL	WORK AND BUSINESS
No household mixing, aside from support bubbles and two people meeting in public outdoor spaces.	Hospitality closed, aside from take away, drive through or delivery.	Essential shops can open. Non-essential retail must close and can only open for click and collect and delivery.	Everyone must work from home unless they are unable to do so.
EDUCATION	INDOOR LEISURE	ACCOMMODATION	PERSONAL CARE
Early years settings, schools, colleges and universities open during term time. Registered childcare, other supervised activities for childcare purposes, and childcare bubbles permitted.	Closed.	Closed (with limited exceptions)	Closed.
OVERNIGHT STAYS	WEDDINGS AND FUNERALS	ENTERTAINMENT	PLACES OF WORSHIP
You must not stay overnight away from home. Limited exceptions apply.	Funerals of up to 30 people permitted. Wakes and other linked ceremonial events can continue in a group of up to six. Weddings of up to six can continue in exceptional circumstances.	Indoor entertainment closed. Some outdoor attractions may remain open.	Open for private prayer and communal worship, but cannot interact with anyone outside household or support bubble.
TRAVELLING	EXERCISE	RESIDENTIAL CARE	CLINICALLY EXTREMELY VULNERABLE
You must stay at home and only travel for work, education or other legally permitted reasons. If you must travel, you should stay local, and reduce the number of journeys you make. You must not leave a Tier 4 area or stay overnight away from home. Residents in Tier 1 - 3 should not enter Tier 4 areas. Do not travel abroad if you live in a Tier 4 area unless an exemption applies.	You can leave your home to exercise by yourself, with your household or support bubble, or with one person from another household. Outdoor sport allowed but gatherings limit applies except for youth and disabled sport.	You can visit relatives in care homes with COVID-secure arrangements such as substantial screens, visiting pods, and window visits.	The Clinically Extremely Vulnerable are advised to stay at home as much as possible, except to go outdoors for exercise or to attend health appointments.

For support and more information visit: [gov.uk/coronavirus](https://gov.uk/coronavirus)



## 7.9- Vaccination

A vaccination is being rolled out in the UK starting from December. The order in which people may be vaccinated is as follows:

1. older adults' resident in a care home and care home workers
2. all those 80 years of age and over and health and social care workers
3. all those 75 years of age and over
4. all those 70 years of age and over
5. all those 65 years of age and over
6. high-risk adults under 65 years of age
7. moderate-risk adults under 65 years of age
8. all those 60 years of age and over
9. all those 55 years of age and over
10. all those 50 years of age and over
11. rest of the population (priority to be determined)

## 8- Testing

Although D&H adhere to the strictest measures regarding the use of PPE and social distancing, we have taken the next step on supporting our employees to get tested every week. Staff have the choice of going to a Rapid lateral flow testing centre in Wigston or doing a home test. If the staff member chooses the latter option, they will be required to register and post their test each week. Once the staff member has received their results, it is imperative that they report to their senior/manager at the earliest instance, their result. If the result is positive, management will discuss the next steps regarding anyone the staff member has come into contact with. Different factors, such as distance and PPE will be discussed. If we feel that customers and other staff need to isolate, we will action this.

If a staff member receives a positive test result and is contacted by NHS Track and Trace, it is important that the staff member gives D&H Community Support's number (if they have been in work within the last 48hrs) so that we can look back over daily planners and identify who the staff member has come into contact with. This way, we can inform NHS Track and Trace with the most detailed and accurate information.

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&query=COVID-19>

Care Provider Alliance - Multiple Resources:

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

<https://www.gov.uk/government/publications/covid-19-understanding-the-impact-on-bame-communities>

COVID-19: understanding the impact on BAME communities

Reviewed and updated on: 13<sup>th</sup> January 2021

