

COVID-19 Policy

Produced: 6th March 2020

Updated 13th March 2020

Updated 24th March 20

Updated 22nd May 20

Updated 28th May 20

Next Review: 22nd June 20

Daily Review during 'Acute' Phase

This Policy has been written in line with S5, E4, W2, W3 and W4 of the Key line of enquiries (KLOE) provided by CQC.

Why does Policy Exist?

Due to the recent outbreak, precaution should be taken to protect clients, family members, supporting staff where necessary.

This Policy is written in line with Public Health England, World Health Organisation (WHO) the Foreign and Commonwealth Office (FCO).

1. We would expect the following basic infection control advice to be followed to avoid catching or spreading the virus:

- Wash your hands frequently with soap (especially before handling food, after visiting the toilet and after disposal of waste).
- Keep nails short and clean
- Wear gloves and protective clothing when advised to do so.
- Cover open wounds such as cuts, scratches and blisters.
- Wear clean clothes
- Tie hair back when cooking and working closely with clients and others
- Cough or sneeze into handkerchief
- Wash fresh fruit or vegetables thoroughly
- Keep food hot or cold; lukewarm food encourages bacteria to grow
- Dispose of rubbish properly
- Clear up any spills straight away

DO NOT TOUCH YOUR EYES, NOSE OR MOUTH IF YOUR HANDS ARE NOT CLEAN

2. In the event of an outbreak i.e. showing symptoms contact your Line Manager and/or Case Manager immediately.

If you think you may have the virus, please contact 111 as per NHS advice for access to the coronavirus assessment via telephone.

Note – you only need to stay away from public places (self-isolate) if advised by 111 online coronavirus service or a medical professional.

If you do need to self-isolate (i.e. 14 days):

As per NHS guidelines:

- Stay at home
- Do not go to work, school or public places
- Do not use public transport or taxis
- Ask friends, family members or delivery services to do errands for you
- Try to avoid visitors to your home – It is okay for friends, family or delivery drivers to drop off food.

3. We urge you to share with your Line Manager and/or Case Manager as soon as possible:

- If you feel you may have an increased risk due to being in contact with someone who has been diagnosed with having the virus.
- Any forthcoming travel arrangements you have planned as soon as possible.

Please note the list of countries travelled to are subject to change at the discretion of Public Health England and therefore if concerned, we advise you to check the website on a regular basis.

Relevant Legislation	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014		
People Affected by the Policy	Client	Registered Manager	Associates
	Family	Care Staff (including Nurses)	
	Advocates	External Health Professionals	

Resource	<p>www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public</p> <p>www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public</p> <p>https://www.gov.uk/guidance/travel-advice-novel-coronavirus</p> <p>https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19</p> <p>https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others</p> <p>https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home</p> <p>https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p> <p>https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/</p>
-----------------	---

Update to COVID-19 Policy 13 March 2020

Further to the Prime Minister's announcement at yesterday's Cobra Meeting, to move the UK into a new phase to delay its spread, telling people with even mild symptoms to self-isolate for 7 days, Jennifer M Whittall Ltd and its Associates will be liaising with its clients and teams to ensure:

- Visitors will be kept to a minimum
- Regular contact with staff terms of rota cover / wellness of team members
- Liaison with Care Agencies who could potentially provide back up
- All outings / trips evaluated in terms of need to attend in order to avoid crowded places

In relation to the possible need for isolation Jennifer M Whittall and its Associates have been in discussion with staff and family members with a view to supporting client, in the meantime, efforts are being made to ensure:

- Clients and Teams have adequate supply of antiseptic hand wash as well as PPE equipment.
- Sufficient medication is ordered.
- Ensure sufficient food and other supplies are in the home.
- Should the client be unwell refer to point 2 in original policy above.



Jennifer M Whittall Ltd

CASE MANAGEMENT, REHABILITATION &
EXPERT SERVICES

Document ref: JMW P014
Version no: 05
Page no: 1 of

Update to COVID-19 Policy 24 March 2020

Following the Prime Minister's announcement on 23rd March 2020 instructing the UK to "stay at home" and guidance provided by Government websites explaining the reason for this:

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the government is now (23 March 2020) introducing three new measures.

- 1. Requiring people to stay at home, except for very limited purposes***
- 2. Closing non-essential shops and community spaces***
- 3. Stopping all gatherings of more than two people in public***

Every citizen must comply with these new measures. The relevant authorities, including the police, will be given the powers to enforce them – including through fines and dispersing gatherings.

These measures are effective immediately. The Government will look again at these measures in three weeks, and relax them if the evidence shows this is possible.

The Government have stated there are only 4 reasons why we should need to leave the home:

1. Shopping for groceries or essentials
2. Any medical need
3. One form of exercise per day
4. Travelling to and from work, it is absolutely necessary and you cannot work from home.

Jennifer M Whittall Ltd and its Associates appreciate that it may be necessary to leave the home in the role as Key Worker (i.e. support worker, care worker, therapist or client, as indicated by the Government). Should this be the case the following precautions must be taken:

- Leave your coat/outdoor clothing in your car, do not bring them in your home.
- Have clothes that you can change into for when going into the community and wash them after every use.
- Wash/wipe steering wheel, keys and other items used in community.
- Use barrier glove, wipe when use an ATM and avoid handling money.
- Perform hand hygiene frequently, most importantly when you return to the home.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Clean all "high touch" surfaces (i.e. table tops, door handles, bathroom fixtures, toilets, phones, keyboards, tables and bedside tables) every day.
- Use government guidance in terms of using "safe distancing" (i.e. 2m) when out visiting or shopping.



Jennifer M Whittall Ltd

CASE MANAGEMENT, REHABILITATION &
EXPERT SERVICES

Document ref: JMW P014
Version no: 05
Page no: 1 of

Many clients may be receiving care and should this be the case the following advice should be shared with them:

- Carers coming into the home should have access to protective equipment (gloves, aprons, sanitiser and soap and face mask if applicable i.e. suspected infection).
- They are expected to leave their coat away from the home or by the front door and put on their protective / work clothing on after they arrive in your home.
- If carers are seeing multiple clients, then they must wear gloves and aprons in these circumstances.
- If it is not practice to wear gloves and apron for certain aspects of personal care, during this time period, gloves and aprons **MUST** be worn.
- They must wash their hands as soon as they arrive and then regularly throughout their visit.
- Regularly wipe down surfaces in the home that are regularly touched i.e. door handles, light switches etc with either antibacterial wipes or spray and disposable kitchen towel.
- Removal of waste - Irrespective of infection, it is good practice to empty bins wearing gloves and to double bag the contents of the bin and leave them outside by the bin. After 72 hours put them into the main outside bin.
- Washing – Advisable to wash items on full wash cycle rather than refresh or quick wash. Not to shake the washing before putting in washing machine or when removing it, it should just be pulled apart.

Note anything from outside in needs to be cleaned on a regular basis.

Update to COVID-19 Policy 22 May 2020

Following recent Government announcement to start to ease lockdown, which will result in schools and some businesses reopening, which will encourage individuals to start to leave their home. As a result it is important to take precautionary measures to keep safe outside of the home:

1. Keep your distance from people outside the home by keeping 2m distance rule.

2. Keep face and hands clean as possible.
3. Work from home if you can.
4. Avoid being face to face with people if they are outside your household.
5. Reduce the number of people you spend time with in a work setting.
6. Avoid crowds.
7. If travelling, think about how and when you travel.
8. Wash clothes regularly.
9. Keep indoor places well ventilated.
10. Wear face covering in enclosed public spaces where social distancing is not possible and you will come into contact with people you do not normally meet i.e. on public transport and some shops.

This includes children from the age of 2+ years. It is important to wash your hands before putting the face mask on.

Note:

- a) *Face covering does not protect you, however, if you are infected but have not yet developed symptoms, it may provide some protection for others who come into close contact with you.*
- b) *Face coverings do not replace social distancing and should you have COVID-19 symptoms you and your household must isolate.*

Update to COVID-19 Policy 28 May 2020

Testing

As part of the Government's 5 Pillar Strategy for testing, which lays out how they intend to scale up testing programmes (published 4 April 2020), their priority remains with NHS staff, however if you fall into the following categories, you will have been able to access a test:

- Essential worker.
- Anyone over 5 years of age who has symptoms of COVID and lives with an essential worker.
- Children under 5 years old in England who have symptoms of COVID and live with an essential worker (test must be performed by a parent or guardian).

From today the Government have launched Test and Trace which will allow individuals to ask for a test (antigen test) to check if you or someone you live with has COVID-19 (<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/>)

You are advised to ask for the test as soon as you have symptoms, however you are not guaranteed you will get one as it will depend on availability daily (NHS/essential works are still taking priority).

You will be given the option to choose between driving to a Regional Testing Site or getting a home test kit.

NOTE: if you have any symptoms you must still self-isolate for 14 days.