



Review Sheet

Last Reviewed
05 Mar '21



Last Amended
05 Mar '21

Next Planned Review in 12 months, or
sooner as required.

Business impact



These changes require action as soon as possible.

Reason for this review

Change in legislation

Were changes made?

Yes

Summary:

This policy has been updated to reflect the new standalone guidance on Restricting workforce movement between care homes and other care settings. This information was previously part of more general information related to Care Homes. There is further guidance with details of suggested actions for managers within the QCS resource centre.

Relevant legislation:

- 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
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Coronavirus Act 2020



<p>Underpinning knowledge - What have we used to ensure that the policy is current:</p>	<ul style="list-style-type: none"> • Author: Public Health England, (2020), <i>COVID-19: infection prevention and control (IPC)</i>. [Online] Available from: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control [Accessed: 5/3/2021] • Author: Public Health England, (2020), <i>COVID-19: guidance for households with possible coronavirus infection</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance [Accessed: 5/3/2021] • Author: Department of Health and Social Care, (2020), <i>COVID-19: how to work safely in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes [Accessed: 5/3/2021] • Author: GOV.UK, (2020), <i>NHS Test and Trace in the workplace</i>. [Online] Available from: https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance [Accessed: 5/3/2021] • Author: Public Health England, (2020), <i>Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19</i>. [Online] Available from: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19 [Accessed: 5/3/2021] • Author: GOV.UK, (2020), <i>Working safely during coronavirus (COVID-19)</i>. [Online] Available from: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 [Accessed: 5/3/2021] • Author: Department of Health and Social Care, (2020), <i>COVID-19: ethical framework for adult social care</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care [Accessed: 5/3/2021] • Author: UK Government, (2020), <i>Adult social care: our COVID-19 winter plan 2020 to 2021</i>. [Online] Available from: https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021 [Accessed: 5/3/2021] • Author: UK Government, (2020), <i>COVID-19 Winter Plan</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-winter-plan [Accessed: 5/3/2021] • Author: Cabinet Office, (2021), <i>National lockdown: Stay at Home</i>. [Online] Available from: https://www.gov.uk/guidance/national-lockdown-stay-at-home [Accessed: 5/3/2021] • Author: Department for Health and Social Care, (2021), <i>Restricting workforce movement between care homes and other care settings</i>. [Online] Available from: https://www.gov.uk/government/publications/restricting-workforce-movement-between-care-homes-and-other-care-settings [Accessed: 5/3/2021]
<p>Suggested action:</p>	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App • Establish process to confirm the understanding of relevant staff • Establish training sessions for staff • Arrange specific meetings to discuss the policy changes and implications • Ensure that the policy is on the agenda for all team meetings and staff handovers • Widely distribute the 'Key Facts' of the policy • Share content of the policy with all staff
<p>Equality Impact Assessment:</p>	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>



1. Purpose

1.1 To ensure that Apple House (Apple House Limited) remains up to date and is able to respond in the event of a member of staff, Service User or contact contracting the virus, Coronavirus, which results in the disease COVID-19.

1.2 To support Apple House (Apple House Limited) in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: 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	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {Apple House (Apple House Limited)} is registered to provide:

- 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
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Coronavirus Act 2020



2. Scope

2.1 The following roles may be affected by this policy:

- All staff
- Senior Management

2.2 The following Service Users may be affected by this policy:

- Service Users
- Visitors

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 Service Users having information in an accessible format.

3.2 As the spread of the virus is resulting in operational responses changing very frequently, Apple House (Apple House Limited) 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 Apple House (Apple House Limited) recognises that the outbreak of coronavirus, SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 and variant VOC202012/01, is a fast-moving situation

As care providers, ensuring robust infection control and business continuity plans form part of preparing business at Apple House (Apple House Limited) for any events that can cause disruption to the normal business.

4.2 Apple House (Apple House Limited) will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations to manage the impact of virus by following the checklist in the HS14 - Pandemic Policy and Procedure at Apple House (Apple House Limited). Apple House (Apple House Limited) understands that business continuity planning involves all aspects of the business, and to be effective, Apple House (Apple House Limited) must work with its partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 Apple House (Apple House Limited) understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and that it supports Service Users with this too. Apple House (Apple House Limited) 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, Service Users or the wider public.

4.4 Apple House (Apple House Limited) will ensure that this policy is read alongside other policies in the QCS COVID hub and additional guidance material in the Resource Centre.



5. Procedure

5.1 Pandemic Policy

Apple House (Apple House Limited) recognises that the WHO declared COVID-19 a pandemic on 11 March 2020. Apple House (Apple House Limited) will ensure that it reviews the **HS14 - Pandemic Policy and Procedure**. It will review the Pandemic Planning Checklist to ensure that the business is prepared for any second wave of the pandemic, ensure that robust business continuity plans are in place and that any lessons learned from earlier in the year are reflected.

5.2 Reducing the Risk of Contracting or Spreading the Virus

Apple House (Apple House Limited) will ensure that staff, when not at work, follow the WHO and [government guidance](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support Service Users to follow the government requirements and remind them that failure to follow this can result in a fine. Government guidance changes rapidly and Apple House (Apple House Limited) will ensure it keeps up to date with any changes

Fines

The police have the power to enforce the legal requirements stipulated by the government, including the ability to issue fines (fixed penalty notice) the details can be read [here](#) if people are found to be breaking the rules.

5.3 Handwashing

Staff must wash their hands:

- Before leaving home
- On arrival at work
- After using the toilet
- Before putting on or removing personal protective equipment (PPE)
- After touching pets
- After breaks and sporting activities
- Before food preparation
- After using public transport
- Before eating any food, including snacks
- Before leaving work
- On arrival at home

5.4 Shielding At-Risk Groups

Apple House (Apple House Limited) needs to ensure that Service Users and staff who are considered particularly vulnerable to COVID-19 have a risk assessment in place. Apple House (Apple House Limited) must ensure that the Public Health England ['Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19'](#) is followed.

Apple House (Apple House Limited) will need to ensure that any additional guidance for vulnerable individuals is followed in line with the [national guidance](#).

5.5 Safe Staffing

Apple House (Apple House Limited) must use tools to report capacity for bed vacancies ([Capacity Tracker](#)) to support system resilience, where applicable, as outlined in the guidance [COVID-19: guidance on residential care provision](#) and [How to Work Safely in Care Homes](#).

Apple House (Apple House Limited) must restrict, as far as possible, staff movement between the different premises of Apple House (Apple House Limited), to reduce the risk of the virus transmission. This is in line with [national guidance](#) on Restricting workforce movement between care homes and other care settings. Further information is available in the QCS resource centre.

5.6 Actions if a Service User Meets the Criteria and Displays Symptoms

- If a Service User complains of symptoms, Apple House (Apple House Limited) must ensure that staff understand the [Ethical Framework for Adult Social Care Staff](#)
- The Service User must be isolated immediately. Staff must sensitively explain why they need to be moved and support with any anxiety and fears they may have
- They must be isolated in a separate, single room with a separate bathroom, where possible



Apple House (Apple House Limited)
Unit 1, 3 Silver Business Park, Airfield Way, Christchurch, Dorset, BH23 3TA

- Apple House (Apple House Limited) must seek advice from its local Health Protection Team if it has a single possible case of COVID-19
- If a further clinical assessment is advised, contact their GP
- If symptoms worsen during isolation or are no better after 10 days, contact their GP for further advice around escalation and to ensure that person-centred decision making is followed
- For a medical emergency dial 999
- Staff must immediately instigate full infection control measures to care for the Service User with symptoms, which will avoid the virus spreading to other Service Users at Apple House (Apple House Limited) and stop staff members becoming infected. Apple House (Apple House Limited) will follow the HS18 - Personal Protective Equipment (PPE) Policy and Procedure and the CC18 - Infection Control Policy and Procedure at Apple House (Apple House Limited) and current [Public Health England guidance on PPE](#)
- Inform family members, where the Service User gives consent, so that they are kept informed. Where possible, support the Service User to notify their family
- It is important that Service Users are supported to remain in touch with their families while they are in isolation and the agreed way this will be achieved will be documented in the Care Plan.
- Review and update the Care Plan and risk assessment
- Ensure that any advance decisions are recorded and that the correct documentation is available
- Where the Service User lacks capacity, continue to explain and ensure that the least restrictive options are taken to maintain their safety and the safety of everyone at Apple House (Apple House Limited). Where required, involve the Service User's GP
- Follow CC94 - COVID-19 Testing Policy and Procedure at Apple House (Apple House Limited) and the Government's advice on their [website](#)

5.7 Supporting Hospital Discharge

Mrs Jayne Jackson will follow the guidance [Admission and Care of Residents in a Care Home During COVID-19](#), ensuring that communication channels remain open between the hospital and family and that the Service User is involved in all decisions and discussions.

5.8 Staff with Symptoms

If staff have a fever (37.8 degrees, a new/persistent cough, or a loss or change in their sense of smell or taste) they must follow national guidance for social care staff and advice from Test and Trace teams.

You'll usually need to self-isolate and follow guidance for social care staff if:

- Someone you live with has symptoms or tested positive
- Someone in your support bubble has symptoms or tested positive
- You've been told to self-isolate by NHS Test and Trace

Further advice on what staff need to do can be read [here](#).

5.9 Isolation Notes Online

[Isolation notes](#) will provide employees of Apple House (Apple House Limited) with evidence for Apple House (Apple House Limited) that they have been advised to self-isolate due to coronavirus, either because they have symptoms or they live with someone who has symptoms, and so cannot work.

Isolation notes can be obtained without contacting a doctor, to reduce the pressure on GP surgeries and prevent people needing to leave their homes.

For the first seven days off work, employees can self-certify so they do not need any evidence for Apple House (Apple House Limited). After that, Apple House (Apple House Limited) may ask for evidence of sickness absence. Where this is related to having symptoms of coronavirus or living with someone who has symptoms, the isolation note can be used to provide evidence of the advice to self-isolate.

For staff who have returned from overseas and are required to self-isolate due to quarantine requirements and who have no symptoms, Apple House (Apple House Limited) must refer to the PA07 - Sickness Absence Policy and Procedure.

5.10 Cleaning the Office and Workplace where there are Confirmed Cases of COVID-19

Apple House (Apple House Limited) will follow Public Health England [guidance on cleaning](#). An additional cleaning schedule must be in place that includes but is not limited to:

- All surfaces and objects which are visibly contaminated with body fluids



- All potentially contaminated high-contact areas such as toilets, door handles, telephones
- Clothing and linen used by the person should be set aside pending assessment of the person by a healthcare professional

5.11 Waste Disposal

Apple House (Apple House Limited) must follow the [government guidelines](#) on waste disposal and be aware of any changes required due to local guidance.

5.12 Working from Home

Where staff at Apple House (Apple House Limited) are able to work from home, and Apple House (Apple House Limited) has agreed to the arrangement, Apple House (Apple House Limited) will ensure that the [PC19 - Home Working Policy and Procedure](#) is followed.

Apple House (Apple House Limited) will investigate mechanisms to communicate effectively with staff who work from home. The free software made available by Microsoft, [Teams](#), to support video conferencing and calls over Wi-Fi is an option that can be considered.

5.13 Visitors

Apple House (Apple House Limited) will follow regional and [national guidance on visiting](#) and the types of visiting that can take place. Apple House (Apple House Limited) will display information posters and advise anyone who is unwell to stay away. Apple House (Apple House Limited) will communicate clearly (see the [AR25 - Visitors Policy and Procedure](#)) and ensure that there is a visitor Care Plan in place for each Service User. Apple House (Apple House Limited) will implement a track and trace system for visitors which can be carried out using the QCS Visitor software within the management system.

5.14 Confidentiality

Apple House (Apple House Limited) will follow confidentiality and GDPR policies and procedures to ensure that the details of staff involved in caring for Service Users with suspected or confirmed COVID-19 are kept confidential. Employees must also respect each other's confidentiality and take care not to inadvertently share information when using social media.

Where staff are suspected or confirmed to have contracted COVID-19, their personal details must be treated as confidential, as they would be for any other Service User at Apple House (Apple House Limited).



6. Definitions

6.1 Pandemic

- A pandemic is the worldwide spread of a new disease. COVID-19 was characterised as a Pandemic on 11th March 2020

6.2 World Health Organisation

- The World Health Organisation (WHO) is a specialised agency of the United Nations that is concerned with world public health

6.3 COVID-19

- Novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China. The virus was named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

A new variant of the disease **VOC-202012/01** was discovered in October 2020 and is known to spread more quickly than SARS-CoV-2.

6.4 Outbreak

- A disease outbreak is the occurrence of disease cases in excess of normal expectancy. The number of cases varies according to the disease-causing agent and the size and type of previous and existing exposure to the agent

6.5 The Health Protection (Coronavirus) Regulations 2020

- The Health Protection (Coronavirus) Regulations 2020 were put in place with immediate effect on 25th February to impose restrictions on any individual considered by health professionals to be at risk of spreading the virus
- The regulations apply to any individuals seeking to leave supported isolation before the current quarantine period of 10 days is complete. It will also apply to future cases during the current coronavirus incident where an individual who may be infected or contaminated could present a risk to public health

6.6 Social Distancing

- Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19)

6.7 Health and Social Care Key Workers

- This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment

6.8 Public Health England(PHE)

- On 18 August 2020, it was announced that Public Health England was to be replaced by the National Institute for Health Protection, a new agency created to deal with the threat of infectious diseases by combining PHE with the NHS Test and Trace operation. PHE is currently responsible for:
 - Making the public healthier and reducing differences between the health of different groups by promoting healthier lifestyles, advising government and supporting action by local government, the NHS and the public
 - Protecting the nation from public health hazards
 - Preparing for and responding to public health emergencies
 - Improving the health of the whole population by sharing our information and expertise, and identifying and preparing for future public health challenges
 - Supporting local authorities and the NHS to plan and provide health and social care services such as immunisation and screening programmes, and to develop the public health system and its specialist workforce
 - Researching, collecting and analysing data to improve our understanding of public health challenges, and come up with answers to public health problems



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Wash your hands often with soap and water or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport
- Apple House (Apple House Limited) must make sure that it has the facts about the coronavirus or the disease COVID-19 from a reliable source. Public Health England and the Department of Health and Social Care are two examples
- Apple House (Apple House Limited) must have an up-to-date business continuity plan in place. **HS14 - Pandemic Policy and Procedure** has a checklist to help plan for an outbreak of a disease like COVID-19. It is important that this is updated to help prepare for a second wave of coronavirus
- It is important that Service Users are made aware of how they can help limit the spread of COVID-19 and that they understand the signs and symptoms of the disease
- Apple House (Apple House Limited) will need to work closely with BCP, health providers, suppliers and other agencies to ensure that there is continuity and consistency of care



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- Although vaccines are being rolled out, you must still wash your hands regularly with soap and water will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands
- It is ok to feel worried or anxious. Apple House (Apple House Limited) has plans in place to make sure you will get the care that you need
- A coronavirus is a type of virus. Coronaviruses are common across the world. Typical symptoms of coronavirus include fever, a cough and a loss or change in your sense of smell or taste, that may progress to severe pneumonia causing shortness of breath and breathing difficulties. This virus is called Coronavirus. The disease it causes is called COVID-19



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

WHO - Hand Hygiene: Why, How & When?

https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf

Public Health England Posters:

<https://campaignresources.phe.gov.uk/resources/search?utf8=%E2%9C%93&query=COVID-19>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Apple House (Apple House Limited) has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are
- The wide understanding of the policy is enabled by proactive use of the QCS App
- Apple House (Apple House Limited) has robust infection control policies and procedures in place and staff understand the importance of good hand hygiene, how to use personal protective equipment appropriately and they share their knowledge with Service Users appropriately
- Staff have accurate and up-to-date information and Apple House (Apple House Limited) is able to respond quickly and safely to a fast changing situation



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Key Worker Letter - HS15	To ensure that Key Workers are able to travel to work freely and can access schooling if required for their children	QCS

Apple House (Apple House Limited)
Unit 1, 3 Silver Business Park, Airfield Way, Christchurch, Dorset, BH23 3TA

[Apple House (Apple House Limited) headed paper]

Date

Coronavirus (COVID-19) Designated Key Worker

Dear Sir or Madam

Re: (Insert Key Worker's Full Name)

In line with business continuity plans at Apple House (Apple House Limited), you have been designated a key worker, as referred to by the Prime Minister in his announcement and press conference of 30th October 2020 and are required to maintain essential services and combat the spread of coronavirus (COVID-19) in the UK.

At this time, you have a critical role as part of the COVID-19 crisis and as such should be provided with the facilities available to key workers - access to key worker schooling provisions and transport arrangements in the event of a lockdown of the wider transport network and any other key worker provisions. I would like to take this opportunity to thank you for your ongoing support and the invaluable and critical service you provide.

Yours faithfully

Mrs Jayne Jackson

Registered Manager