

# **CORONAVIRUS POLICY AND PROCEDURE**

# CORONAVIRUS POLICY AND PROCEDURE

## Purpose

To ensure that JRH Support remains up to date and is able to respond in the event of a member of staff, service user or contact contracting the virus (SARS coronavirus-2 (SARS-CoV-2)) which results in the disease COVID-19.

To support JRH Support to meet 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?

To meet the legal requirements of the regulated activities that JRH Support is registered to provide:

- 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) Regulations 2015
- Health and Safety at Work Act 1974

## Scope

The following roles may be affected by this policy:

- All staff
- Directors
- Service users
- Families and carers
- Other stakeholders – Commissioners, external health professionals, local authority, NHS etc.

## Objectives

To ensure that safe, effective procedures are in place with staff and service users having information in an accessible format.

As the spread of the virus is resulting in response requirements changing regularly, JRH Support will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.

## **Policy**

We recognise that the outbreak of the new strain of Coronavirus which results in the disease COVID-19 is characterised as a pandemic. As care providers, ensuring robust infection control and business continuity plans forms part of preparing our company for any events that can cause disruption to the normal business.

We understand that business continuity planning involves all aspects of the business and to be effective we must work with our partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

We understand that we have a responsibility for ensuring that staff follow good infection control and prevention techniques and that we support service users with this too. As a business we 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.

## **Procedure**

### ***Reducing the risk of contracting or spreading the virus***

We will ensure that staff follow the WHO and NHS advice to reduce the risk of contracting the virus and the risk of spreading it. The following procedures must be followed.

- If you have symptoms of coronavirus infection (COVID-19), however mild, do not leave your home for 7 days from when your symptoms started.
- The above action will help protect others in your community while you are infectious.
- Plan ahead and ask others for help to ensure that you can successfully stay at home.
- Ask friends and family to help you get the things you need to stay at home.
- Stay at least 2 metres (about 3 steps) away from other people in your home if possible.
- Sleep alone if possible.
- Wash your hands with soap and water regularly for 20 seconds, or if not possible, use hand sanitiser.
- Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible.
- You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, call NHS 111. For a medical emergency dial 999

## ***Handwashing***

Staff should wash their hands:

- Before leaving home
- On arrival at work
- After using the toilet
- After touching pets
- After breaks
- Before food preparation
- After using public transport
- Before eating any food, including snacks
- Before leaving work
- On arrival at home

## ***Confidentiality***

Staff 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 is kept confidential.

Staff 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 should be treated as confidential, as they would be for any other service user.

## ***Safe staffing***

In the event of an outbreak of COVID-19, where staff are moved from other areas to support work on COVID-19, assessments should be made on the ability to continue to deliver safe and effective care in the services affected. Steps should be taken to mitigate any risks resulting from staff moving to other areas.

We will as part of pandemic preparedness assess whether any staff need additional training, support or require a DBS check. We will use any safe staffing calculating tools to assess the level of need within the business.

## ***Reducing the risk of stigmatisation***

Stigma occurs when people negatively associate an infectious disease, such as COVID-19, with a specific population. In the case of COVID-19, there are an increasing number of reports of public stigmatisation against people from areas affected by the epidemic, this means that people are being labelled, stereotyped, separated, and/or experience loss of status and discrimination because of a potential negative affiliation with the disease.

We will ensure that staff understand the importance of preventing and addressing social stigma by making sure facts are available to staff and service users.

### ***Identifying possible cases of the virus***

Whether an individual has travelled to a high-risk area is no longer an indicator of whether a person is at risk of coronavirus. If a person has the following symptoms:

- A temperature of 37.8°C or above
- A new cough

Then they must stay at home and self-isolate for 7 days from the onset of the symptoms. Unless the individual feels very unwell, they do not need to contact 111.

### ***Action if a service user meets the criteria and displays symptoms***

If a Service User complains of symptoms and has either travelled from an infected area or has been in contact with others, **staff** must make sure:

- The service user is safe and then withdraw from the room
- They immediately wash their hands and avoid touching the face, nose, mouth or eyes
- They contact 111 for advice or 999 if an emergency (if the person is seriously ill or injured or their life is at risk)
- They contact their line manager as soon as possible and advise them of the situation. This must be a high priority
- They do not attend any other service users, visit their GP or travel in the community until advice is sought
- Whilst they wait for advice from NHS 111 or an ambulance to arrive, staff should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag then throw it in the bin. If they do not have any tissues available they should cough and sneeze into the crook of their elbow.
- If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. This will apply only to the period of time while waiting for transport to hospital.

### ***Action if a member of staff reports symptoms***

- We will notify the local authority on our daily return log
- The staff member will be required to self-isolate for a period of 7 days
- People who have been in contact with the staff member through work will be notified that they may have come into contact with someone with the symptoms, and advised to be aware of any onset of symptoms themselves (people should not be notified of the actual staff member who has reported symptoms)
- The staff member will be advised to apply for a COVID-19 test for themselves and other members of their household

- If the test is positive and it is thought that the disease may have been contracted whilst at work, the Registered Manager will complete an online RIDDOR form
- If the test is negative then the member of staff can return to work
- We will ensure that confidentiality is maintained and that records are held in line with GDPR
- In the event of someone being symptomatic, closure of the office, workplace or residential setting is not necessary
- Staff must follow the Sickness Absence Policy and Procedure and ensure that the government guidance is followed which states that if an employee or worker needs to self-isolate, they should receive any Statutory Sick Pay (SSP) due to them.

### ***Cleaning the office and workplace where there are confirmed cases of COVID-19***

All surfaces that the person may have come into contact with must be cleaned with a disinfectant including:

- All surfaces and objects which are visibly contaminated with body fluids
- All potentially contaminated high-contrast areas such as toilets, door handles, telephones etc.
- Clothing and linen used by the person should be set aside pending assessment of the person by a healthcare professional

Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.

### ***Rubbish disposal including tissues***

All waste that has been in contact with the individual, including used tissues, should be put in a plastic rubbish bag and tied. The plastic bag should then be placed in a second bin bag and tied. This must be left in a safe place for 72 hours when it can be disposed in the normal waste system.

### ***Raising concerns***

We have 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 and be able to raise concerns without any fear and receive timely feedback on their concerns.

### ***Working from home***

Where staff are able to work from home, and we have agreed to the arrangement we have the following expectations;

- Staff can work independently and on their own initiative

- Staff are able to motivate themselves
- Complete agreed work within set deadlines
- Staff can manage their workload effectively
- Staff can cope well under any new pressure posed by working at home
- Staff will adopt healthy work from home practices which includes compliance with Health and Safety
- Staff will maintain contact with the business and colleagues with whom they would usually interact with
- Confidentiality will be maintained in line with GDPR
- Any concerns will be raised immediately with the General Manager
- Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

We understand during the coronavirus outbreak, that where the employee's role makes home working feasible, it will consider this type of working on a case by case basis. We can reverse the decision to allow home working if there are concerns about an individual or productivity and the smooth running of the business is adversely affected. The decision to allow home working is not a contractual change.

### ***Visitors***

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. We will monitor the changing situation. We will display information posters and advise anyone that is unwell to stay away.

**Paul Battershall**  
**General Manager**