



20th May 2020

COVID 19 Policy & Procedure

Review date: 24 September 2020

Next review Date: Updated as Required

AIM

To ensure that Newgrange remains continuously informed and is able to respond in the event of a member of staff or resident, contracting the virus which results in the disease COVID-19.

To ensure that we remain SAFE AND WELL LED by ensuring the following are addressed:

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?

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?

S5: How well are people protected by the prevention and control of infection?

W5: How does the service work in partnership with other agencies?

To meet the following legal requirements that effects Newgrange's regulated activities:

- 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

Newgrange will ensure that it stays up to date with reliable sources of information, as shown above with references, as the spread of the virus is resulting in response requirements changing daily. Newgrange will need to be flexible in changing how it responds to the virus.

To reduce cross infection and potential death rates from a pandemic disease.

Pandemic Co-Ordinator

The pandemic coordinator within Newgrange is Alison Wood

- Co-ordinate operational services to ensure business continuity and in peak of pandemic, ensure that essential core services are maintained
- Co-ordinate the response of Newgrange from the following sources: CCG/CQC/NHS/ PHE
- Alison will work in conjunction with management team and staff to effectively manage any virus outbreaks leading up to and including a possible pandemic
- Control measures in place for visiting of Newgrange
- Receive regular reports regarding staffing levels to co-ordinate service provision to ensure that levels of absenteeism can be tracked, and any rising trends identified quickly
- In discussion with the Registered Provider, consider cancelling annual leave in the event of staff shortages
- Review effectiveness of the COVID 19 Policy and Procedure and revise accordingly

POLICY

The World Health Organisation (WHO) has stated that COVID 19 is a pandemic on 11th March 2020. As care providers, we must ensure that we have a business continuity plan that means there will be no disruption to the normal business.

Newgrange understands that they have the responsibility for following robust infection control and prevention techniques.

That they must support their staff in following these techniques and supervise closely to monitor adherence to these processes.

That they ensure that the staff have up to date information and support them in reducing anxiety or distress during this challenging period of working in the care home.

PROCEDURE

Newgrange will ensure that staff, when not at work, follow the WHO and Public Health England (PHE) to reduce the risk of contracting the virus and the risk of spreading it.

When guidance changes this will be communicated to all of the staff, so they are aware and following procedures.

Reducing Risk of Spreading or Contracting the Virus:

Wash your hands regularly and thoroughly for at least 20 seconds by using soap and running water. See Guidance Published

Use hand sanitiser in addition Hand sanitizer must contain 60% alcohol to be effective

Maintain at least 2 meters (6 foot) distance between yourself and anyone when you can. **Wear a Mask** We maintain that staff need to wear masks within the care home at all times, as they cannot keep a 2-meter distance from each other.

AIR CONDITIONING

Where Newgrange Care Home has air conditioning systems, although there may be some advantages in switching off an air conditioning system, the overall effect would be to create more static air which may result in discomfort and ill health effects. The main advantage of air conditioning is that it has a dilution effect on stale/contaminated air and also provides a more comfortable environment overall. HSE's advice is therefore to continue running any air conditioning system already provided for the workspace.

TEMPERATURE CHECKING

In our care home, we will test all staff and resident's temperature each 12-hour shift. For staff this will be done at the beginning of the shift. For residents this will be done in the morning and after lunch. If you are feeling unwell please take your own temperature with the thermometer more regularly during the shift.

If your temperature is above 37.8 degrees then you will be sent home.

WHEN TO SELF ISOLATE AT HOME

If you have a fever of 37.8 degrees or a new/persistent cough/loss of smell and taste, you must BE TESTED immediately. The Manager will arrange and can arrange for others in your household. You must not return to work before you receive your test results as negative.

NHS advice is as follows:

- If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started. Staff are tested weekly as at 24/09, tests collected from the home.
- If you live with someone who has symptoms, you will need to stay at home for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear

- If more than one person at home has symptoms, stay at home for 14 days from the day the first person started having symptoms
- If you get symptoms, stay at home for 7 days from when your symptoms start, even if it means you are at home for longer than 14 days
- If you do not get symptoms, you can stop staying at home after 14 days
- Staff will receive a COVID Test weekly and if this proves Negative they may continue to work

Confidentiality and Stigmatizing

Where staff are suspected or confirmed to have contracted COVID-19, their personal details should be treated as confidential. Newgrange will ensure that staff understand the facts around the virus so as not to stigmatize staff who are infected.

Actions if a Resident Displays Symptom

If the Resident receiving care and support has symptoms of COVID-19, then the risk of transmission should be minimised through safe working procedures, as detailed below.

Personal Protective Equipment

Care Workers should use personal protective equipment (PPE) for activities that bring them into close personal contact, such as washing and bathing, personal hygiene and contact with bodily fluids.

Aprons, gloves and fluid-resistant (Type IIR) surgical masks should be used in these situations. If there is a risk of splashing, then eye protection will minimise the risk.

New personal protective equipment must be used for each episode of care. It is essential that personal protective equipment is stored securely within disposable rubbish bags. These bags must be placed into another bag, tied securely and kept separate from other waste. They should be put aside for at least 72 hours before being put in the usual household waste bin.

Cleaning

If Care Workers undertake cleaning duties, then they must use usual household products, such as detergents and bleach as these will be very effective at getting rid of the virus on surfaces. Frequently touched surfaces must be cleaned regularly.

Cleaning for Residents with COVID 19

Personal waste (for example, used tissues, continence pads and other items soiled with bodily fluids) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags must be placed into another bag, tied securely and kept separate from other waste. They should be put aside for at least 72 hours before being put in the usual household waste bin for disposal as normal.

Laundry

Laundry that has been in contact with a person with COVID 19 must be kept separate for 72 hours and then washed in accordance with the manufacturer's instructions.

Waste Disposal

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. This must be put aside for at least 72 hours before being disposed of as normal

Raising Concerns

Newgrange 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 Complaint's Procedure and Whistleblowing Procedure at Newgrange and be able to raise concerns without any fear and receive timely feedback on their concerns.

Visitors

There should be no unnecessary visitors to the premises of Newgrange Care Home. If somebody needs to visit the home, their temperature should be checked, health questionnaire to be completed and full PPE (mask, gloves and apron) given before they enter. Resident's Families can contact the home at any time for an update and also use Face time or Video Call. Visitor's Policy is changing constantly in line with current guidance. Visitor's may visit by appointment only in 2's and only in the cinema room /reception with the window open.

Shielding at Risk Groups

The Government advised on 21st March 2020 that those who are at increased risk of severe illness from coronavirus (COVID-19) must be shielded and protected. Shielding

is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household.

People falling into this extremely vulnerable group include:

- Solid organ transplant recipients
- People with specific cancers
- People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
- People with cancers of the blood or bone marrow such as leukemia, lymphoma or myeloma who are at any stage of treatment
- People having immunotherapy or other continuing antibody treatments for cancer
- People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- People on immunosuppression therapies sufficient to significantly increase risk of infection
- Women who are pregnant with significant heart disease, congenital or acquired

Where Care is being provided to any individual meeting the criteria for shielding (vulnerable groups) as a minimum, single use disposable plastic aprons, surgical mask and gloves must be worn for the protection of the Client.

ACTION TAKEN

- Ensure policy is shared via email and publication with all of the staff and resident's, resident's families.
- Policy is discussed in supervisions.
- Staff meeting to discuss the content of the policy.
- Isolation Wing is prepared for any COVID-19 positive Residents. One to One care

Provided. Testing is carried out prior to return to main area.

- Care is taken to assess both Mental and Physical Health and Well being
- **Definitions**

Pandemic

- A pandemic refers to a worldwide spread of an infectious disease, with outbreaks or epidemics occurring in many countries and in most regions of the world. A pandemic result when a new virus or new virus strain emerges which is very different from previously circulating strains and is able to:
 - Infect people (rather than, or in addition to, other mammals or birds)
 - Spread from person to person
 - Cause illness in a high proportion of the people infected; and
 - Spread widely, because most people will have little or no immunity to the new virus/strain and will be susceptible to infection
-

Influenza or Respiratory Pandemic Disease

- Outbreaks can be characterised by the sudden onset of a number of symptoms, notably fever, chills, headache, muscle pains, prostration and usually a cough, with or without a sore throat or other respiratory symptoms. In a non-pandemic situation, most healthy people recover from these symptoms without complication after about a week, although they may be lethargic and have mild symptoms for longer
- Complications are mainly respiratory, due to secondary bacterial infections such as middle ear infection (in children), bronchitis and pneumonia. This can lead to admission to hospital, severe illness and death. Respiratory infections may also exacerbate underlying diseases such as asthma, diabetes or coronary heart disease. Those at higher risk of more serious illness may include the very young, people aged 65 and over and patients with chronic chest, heart or kidney disease, pregnant women, persons with diabetes or reduced immunity due to other disease or treatment

Novel Coronavirus - COVID-19

- Coronaviruses are mainly transmitted by large respiratory droplets and direct or indirect contact with infected secretions. They have also been detected in blood, faeces and urine and, under certain

circumstances, airborne transmission is thought to have occurred from aerosolised respiratory secretions and faecal material

- Coronaviruses can be destroyed by a wide range of disinfectants. Personal protective equipment (PPE) and good infection prevention and control precautions are effective at minimising risk but can never eliminate it
- As COVID-19 has only been recently identified, there is currently limited information about the precise routes of transmission. Therefore, this information is based on knowledge gained from experience in responding to coronaviruses with significant epidemic potential such as Middle East Respiratory
-

Syndrome Coronavirus (MERS-CoV) and Severe Acute Respiratory Syndrome Coronavirus (SARS-CoV)

- Coronavirus disease 2019 (COVID-19), also known as 2019-nCoV acute respiratory disease and novel coronavirus pneumonia (NCP), is a viral respiratory disease caused by the 2019 novel coronavirus

The Detect, Assess, Treat, Escalate, Recover (DATER) Framework

- The UK approach uses a series of phases referred to as “DATER”: The Detect, Assess, Treat, Escalate, Recover (DATER) Framework. The World Health Organisation have advised that pandemic flu plans follow the DATER Framework. The UK approach for action in a future pandemic takes the form of five phases: DETECT, ASSESS (Evaluate), TREAT, ESCALATE and RECOVER (DATER) and incorporates indicators for moving from one phase to another. The phases are not numbered as they are not linear, and it is possible to move back and forth for jump phases. In a severe situation, it may be necessary to activate DETECT and ESCALATE at the same time, then TREAT and ESCALATE concurrently

Emergency Pack

- One of the most useful actions that you can take to cope with an incident is to have prepared an “Emergency Pack” in advance. The Main Filing Cabinet in Manager’s Office and Fire Book locates the Toolkit on Business Continuity Planning details what the pack must contain

Professionals

- Newgrange Limited has a business continuity plan and will use a checklist to ensure preparation for a pandemic
- Individuals to wear a mask if you are taking care of a person with suspected Covid 19 infection. Wear a mask if you are coughing or sneezing. Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.

If you wear a mask, then you must know how to use it and dispose of it properly

Key Facts – Individuals affected by the service

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

- Newgrange has a plan in place to manage your care and support if there is a pandemic
- You must tell Newgrange if you feel unwell and you develop symptoms such as a fever, cough, sneezing, runny nose and think you may have come into contact with someone who may have been exposed to a virus like coronavirus
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser if soap and water are not available. This is particularly important after taking public transport
- Avoid touching your eyes, nose, and mouth with unwashed hands
- If you feel unwell, stay at home
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin. Catch it, bin it, kill it is the advice from the government
- If you are worried about your symptoms, do not go directly to your GP or other healthcare environment. 111 can give advice on the phone

Further Reading

Coronavirus Public Health Campaign:

https://www.youtube.com/watch?v=BEJHHuT9_ig&feature=youtu.be

Pandemic Flu Checklist - Cabinet Office:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61986/060516flub

Skills for Health Infection Control E-learning Non-Clinical:

https://www.skillsplatform.org/search?sector_id=&category_id=&deliverymethods=32&orderby=&page=0&keywords=infection+control+prevention+non-clinical&location_title=&location_id=&maxdistance=&minprice=&maxprice=&fromdate=&todate=

Skills for Health Infection Control E-learning Clinical:

https://www.skillsplatform.org/search?sector_id=&category_id=&deliverymethods=32&orderby=&page=0&keywords=clinical+infection+control&location_title=&location_id=&maxdistance=&minprice=&maxprice=&fromdate=&todate=

Infection Management E-Learning for Health and Social Care:

<https://www.e-lfh.org.uk/>

Outstanding Practice

To strive to be 'outstanding' in this policy area we provide evidence that:

- Newgrange has developed robust contingency plans to ensure that the service can continue to operate effectively and safely during incidents (e.g. staff emergencies, heatwaves, flood, fire or loss of services)
- Newgrange provides accessible information to people who need care and support about how to keep themselves safe and report concerns
- Newgrange involves residents (and/or their family/advocates) in identifying and managing risks associated with cleanliness, infection control and hygiene
- There is a culture which encourages concerns about cleanliness, infection control and hygiene and how these can be raised and responded to
- The Manager and staff know how to escalate issues and alert appropriate agencies to help control infection and protect others using the service or in the community
- The Manager keeps up-to-date records detailing spot checks, cleaning rotas and hand hygiene audits.

Forms Attached to Policy

- Risk assessment for COVID 19
- Risk assessment for those staff at risk
- Health Questionnaire – created by Newgrange Care Home, to be completed by all out-side visitors
- PPE equipment to be worn for residents with COVID 19.
- Letter proving that you work as a key worker in a health care setting, so that you can access on going education and being allowed access to supermarkets at certain times, as well as other facilities available for key workers.
- COVID unit – processes in unit.

References

- Author: **Public Health England**, (2020), *COVID-19: infection prevention and control (IPC)*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel>

- [-coronavirus-infection-prevention-and-control](#) [Accessed: 9/4/2020]
- Author: **Public Health England**, (2020), *COVID-19: guidance for households with possible coronavirus infection*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> [Accessed: 9/4/2020]
 - Author: **Public Health England**, (2020), *COVID-19: background information*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information> [Accessed: 9/4/2020]
 - Author: **World Health Organisation**, (2020), *Coronavirus disease (COVID-19) advice for the public*. [Online] Available from: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> [Accessed: 9/4/2020]
 - Author: **Department of Health and Social Care**, (2020), *COVID-19: guidance for residential care, supported living and home care*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance> [Accessed: 9/4/2020]
 - Author: **Public Health England**, (2020), *Number of coronavirus (COVID-19) cases and risk in the UK*. [Online] Available from: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public> [Accessed: 9/4/2020]
 - Author: **NHS England**, (2020), *COVID-19 hospital discharge service requirements*. [Online] Available from: <https://www.england.nhs.uk/coronavirus/publication/covid-19-hospital-discharge-service-requirements/> [Accessed: 15/4/2020]
 - Author: **NICE**, (2020), *COVID-19 rapid guideline: managing symptoms (including at the end of life) in the community*. [Online] Available from: https://www.nice.org.uk/guidance/ng163?utm_campaign=11458387_NICE%20guidance%20COVID-19%206%204%2020&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6TLCJ,VOYMR2,RBPD1,1 [Accessed: 9/4/2020]#
 - QCF: Policy and Procedure for COVID19