



Review Sheet



Last Reviewed
04 Aug '20



Last Amended
04 Aug '20



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

Business impact



These changes require action as soon as possible.

Reason for this review

Were changes made?

Yes

Summary:

Policy updated to reflect new government guidance on shielding and protecting those that are clinically extremely vulnerable that came into force from 1st August. References have been checked and additional resources added.

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
- Coronavirus Act 2020



Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: UNICEF, WHO et al, (2020), *Social Stigma associated with COVID-19*. [Online] Available from: [https://www.unicef.org/media/65931/file/Social%20stigma%20associated%20with%20the%20coronavirus%20disease%202019%20\(COVID-19\).pdf](https://www.unicef.org/media/65931/file/Social%20stigma%20associated%20with%20the%20coronavirus%20disease%202019%20(COVID-19).pdf) [Accessed: 4/8/2020]
- 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: 4/8/2020]
- 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: 4/8/2020]
- Author: World Health Organisation, (2020), (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: 4/8/2020]
- Author: ACAS, (2014), *Homeworking - a guide for employers and employees*. [Online] Available from: <https://archive.acas.org.uk/media/3905/Homeworking---a-guide-for-employers-and-employees/pdf/Homeworking-a-guide-for-employers-and-employees.pdf> [Accessed: 4/8/2020]
- Author: Department of Health and Social Care, (2020), *COVID-19: how to work safely in care homes*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes> [Accessed: 4/8/2020]
- Author: Public Health England, (2020), *COVID-19: track coronavirus cases*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-track-coronavirus-cases> [Accessed: 4/8/2020]
- Author: LGA and ADASS, (2020), *Social care provider resilience during COVID-19: guidance to commissioners*. [Online] Available from: <https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners> [Accessed: 4/8/2020]
- 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: 4/8/2020]
- Author: GOV.UK, (2020), *NHS Test and Trace service in the workplace*. [Online] Available from: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> [Accessed: 4/8/2020]
- Author: Public Health England, (2020), *Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19*. [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: 4/8/2020]
- Author: GOV.UK, (2020), *Meeting people from outside your household*. [Online] Available from: <https://www.gov.uk/guidance/meeting-people-from-outside-your-household> [Accessed: 4/8/2020]
- Author: GOV.UK, (2020), *Staying safe outside your home*. [Online] Available from: <https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home> [Accessed: 4/8/2020]
- Author: Public Health England, (2020), *Staying alert and safe (social distancing)*. [Online] Available from: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july> [Accessed: 4/8/2020]
- Author: GOV.UK, (2020), *Working safely during coronavirus (COVID-19)*. [Online] Available from: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> [Accessed: 4/8/2020]



HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Arrange specific meetings to discuss the policy changes and implications
- Widely distribute the 'Key Facts' of the policy
- Share content of the policy with all staff



1. Purpose

1.1 To ensure that HWCGS Care (T/A Segal Gardens) 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.

1.2 To support HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) 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
- | 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

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 response requirements changing daily, HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) 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. The WHO has stated that this is a pandemic. As care providers, ensuring robust infection control and business continuity plans form part of preparing business at HWCGS Care (T/A Segal Gardens) for any events that can cause disruption to the normal business.

4.2 HWCGS Care (T/A Segal Gardens) will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations by following the checklist in the Pandemic Policy and Procedure at HWCGS Care (T/A Segal Gardens). HWCGS Care (T/A Segal Gardens) understands that business continuity planning involves all aspects of the business and to be effective HWCGS Care (T/A Segal Gardens) must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 HWCGS Care (T/A Segal Gardens) understands that they have a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support Service Users with this too. HWCGS Care (T/A Segal Gardens) 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.



5. Procedure

5.1 Pandemic Policy

HWCGS Care (T/A Segal Gardens) recognises that the WHO declared COVID-19 a pandemic on 11 March 2020. HWCGS Care (T/A Segal Gardens) will ensure that it reviews the Pandemic Policy and Procedure and will complete the checklist to ensure that the business is prepared for any pandemic and that robust business continuity plans are in place.

5.2 Reducing the Risk of Contracting or Spreading the Virus

HWCGS Care (T/A Segal Gardens) will ensure that staff, when not at work, 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 Service Users to follow the government requirements and remind them that failure to follow this can result in a fine. The following procedures (from 4th July) must be followed:

- | You can meet in groups of up to two households (your support bubble counts as one household) in any location - public or private, indoors or outdoors. You do not always have to meet with the same household - you can meet with different households at different times. However, it remains the case - even inside someone's home - that you should socially distance from anyone not in your household or bubble.
- | when you are outside you can continue to meet in groups of up to six people from different households, following social distancing guidelines
- | those who have been able to form a support bubble (i.e. those in single adult households) can continue to have close contact as if they live with the other people in the bubble, but you should not change who you have formed a support bubble with
- | additional businesses and venues, including restaurants, pubs, cinemas, visitor attractions, hotels, and campsites will be able to open - but we will continue to keep closed certain premises where the risks of transmission may be higher
- | other public places, such as libraries, community centres, places of worship, outdoor playgrounds and outdoor gyms will be able to open
- | you can stay overnight away from your home with your own household or support bubble, or with members of one other household (where you need to keep social distancing)
- | it will be against the law to gather in groups larger than 30 people, except for a limited set of circumstances to be set out in law. Police will have the power to break up groups larger than 30, apart from these exceptions

Further 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 contain 60% alcohol to be effective
- | **Follow Social Distancing guidance.** 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
- | **Practise 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
- | **If you have a fever (37.8 degrees, a new/persistent cough, or a loss or change in your sense of smell or taste) you must self-isolate for 10 days. The NHS advice below must be followed:**
 - | If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

leave your house for 10 days from when your symptoms started

- | 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 10 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

Social Distancing

You must follow the [Government's](#) updated advice.

5.3 Handwashing

Staff should wash their hands:

- | Before leaving home
- | On arrival at work
- | After using the toilet
- | 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 Confidentiality

HWCGS Care (T/A Segal Gardens) 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. 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 HWCGS Care (T/A Segal Gardens) Service User.

5.5 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 must be made on the ability to continue to deliver safe and effective care in the services affected. Steps must be taken to mitigate any risks resulting from staff moving to other areas. HWCGS Care (T/A Segal Gardens) will as part of pandemic preparedness assess whether any staff need additional training, support or require a DBS check.

HWCGS Care (T/A Segal Gardens) must use tools to report capacity for bed vacancies (such as the [Capacity Tracker](#) or Care Pulse) to support system resilience where applicable as outlined in [COVID-19: guidance on residential care provision](#).

5.6 Reducing the Risk of Stigmatization

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 stigmatization 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. HWCGS Care (T/A Segal Gardens) will ensure that staff understand the importance of preventing and addressing [social stigma](#) by making sure facts are available to staff and Service Users.

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

If a Service User complains of symptoms staff must make sure;

- | They are isolated immediately
- | This must be separated in a single room with a separate bathroom, where possible
- | Contact the NHS 111 COVID-19 service for advice on assessment and testing
- | If further clinical assessment is advised, contact their GP



HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

- | 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 should 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 HWCGS Care (T/A Segal Gardens) and stop staff members becoming infected. HWCGS Care (T/A Segal Gardens) will follow the Personal Protective Equipment (PPE) Policy and Procedure and Infection Control Policy and Procedures at HWCGS Care (T/A Segal Gardens) and current Public Health England guidance on PPE
- | Discuss with the Service User the reasons for isolation and provide support for them to discuss this with their family using mobile devices
- | Review and update the Care Plan and risk assessment
- | Ensure that any advance decisions are recorded and 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 HWCGS Care (T/A Segal Gardens). Where required, involve the Service User's GP
- | Follow the COVID-19 Swabbing Policy and Procedure at HWCGS Care (T/A Segal Gardens) and the Government's advice on their [website](#)

5.8 Standard Expected Response to Suspected New Cases of COVID-19

- | If staff have a suspected new case of COVID-19 they must isolate that Service User in their room and commence use of the personal protective equipment (PPE) provided by NHS England
- | Staff will inform the Service User's GP, who will advise staff on the medical treatment and isolation requirements to reduce the risk of further transmission to other Service Users
- | In line with [NHS England Guidance](#), HWCGS Care (T/A Segal Gardens) will ensure that staff are bare below the elbows and the following PPE is worn;
 - | Fluid repellent facemask
 - | Apron
 - | Gloves

The full [infection control](#) guidance by Public Health England must also be read. The Personal Protective Equipment (PPE) Policy and Procedure can also be reviewed for further information.

In relation to Service Users being admitting to hospital in relation to COVID-19, refer to the Admissions During COVID-19 Policy and Procedure at HWCGS Care (T/A Segal Gardens).

5.9 Action if a Member of Staff Reports Symptoms

- | HWCGS Care (T/A Segal Gardens) will ensure that the member of staff self-isolates for 10 days
- | If the member of staff has no symptoms they can return to work on day 11
- | HWCGS Care (T/A Segal Gardens) must contact St Helens and the [local health protection team](#) for advice including whether the premises need to close and other staff self-isolate
- | Advice will be given to the member of staff if they need to self-isolate and what action will need to take place for any Service Users that they may have had contact with
- | HWCGS Care (T/A Segal Gardens) must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | HWCGS Care (T/A Segal Gardens) should follow their Sickness Absence Policy and Procedure and ensure that it follows government guidance which states that if an employee or worker has to self-isolate, they should receive any Statutory Sick Pay (SSP) due to them
- | HWCGS Care (T/A Segal Gardens) will need to put into action the business continuity plan and liaise with St Helens and the CQC if there are concerns about staffing
- | Follow the COVID-19 Swabbing Policy and Procedure at HWCGS Care (T/A Segal Gardens) and the Government's advice on their [website](#)

5.10 If a staff member or Service User develops symptoms, they must continue to follow the rules to self-isolate and order a test to find out if they have coronavirus. For further information on testing refer to the Swabbing Policy and Procedure at HWCGS Care (T/A Segal Gardens).

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

Where an individual tests positive for coronavirus, they must share information promptly about their recent contacts through the NHS test and trace service to help them alert other people who may need to self-isolate. If you have had close recent contact with someone who has coronavirus, you must self-isolate if the NHS test and trace service advises you to do so. You will be required to isolate for 14 days. Staff and Service Users must inform HWCGS Care (T/A Segal Gardens) where they are contacted by the test and trace service. For further guidance on the test and trace service view [here](#).

5.11 Isolation Notes Online

[Isolation notes](#) will provide HWCGS Care (T/A Segal Gardens) with evidence for their employers 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.

As isolation notes can be obtained without contacting a doctor, this will 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 HWCGS Care (T/A Segal Gardens). After that, HWCGS Care (T/A Segal Gardens) 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.

5.12 Cleaning the Office and Workplace Where There are Confirmed Cases of COVID-19

HWCGS Care (T/A Segal Gardens) will follow Public Health England [guidance on cleaning](#). Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath and a loss or change in your sense of smell or taste. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- | 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

5.13 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 must 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.

5.14 Raising Concerns

HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) and be able to raise concerns without any fear and receive timely feedback on their concerns.

5.15 Working from Home

Where staff at HWCGS Care (T/A Segal Gardens) are able to work from home, and HWCGS Care (T/A Segal Gardens) has agreed to the arrangement HWCGS Care (T/A Segal Gardens) has 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 HWCGS Care (T/A Segal Gardens) and colleagues with whom they would usually interact with
- | Confidentiality will be maintained in line with the Data Protection Act
- | Any concerns will be raised immediately with Mr Damian Cummings Gillian Gilmore
- | Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

HWCGS Care (T/A Segal Gardens) understands during the coronavirus outbreak, that where the employee's role makes home working feasible, working from home will be supported. The decision to

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

temporarily allow home working is not a contractual change.

HWCGS Care (T/A Segal Gardens) 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.

5.16 Working from Home - Health and Safety Considerations

HWCGS Care (T/A Segal Gardens) has a duty of care for all their employees, and the requirements of the health and safety legislation apply to homeworkers. HWCGS Care (T/A Segal Gardens) is responsible for carrying out a risk assessment to check whether the proposed home workplace's ventilation, temperature, lighting, space, chair, desk and computer, or any kind of workstation, and floor are suitable for the tasks the homeworker will be carrying out.

HWCGS Care (T/A Segal Gardens) is responsible for the equipment it supplies, but it is the employee's responsibility to rectify any flaws in the home highlighted by the assessment. Once the home workplace has passed the assessment, it is the employee who is responsible for keeping it that way. HWCGS Care (T/A Segal Gardens) will refer to the Home Working Policy and Procedure.

5.17 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. HWCGS Care (T/A Segal Gardens) will monitor the changing situation. HWCGS Care (T/A Segal Gardens) will display information posters and advise anyone that is unwell to stay away. HWCGS Care (T/A Segal Gardens) will ensure that all visitors document their names and contact phone numbers should contact tracing be required. Where restrictions on visitors are made, HWCGS Care (T/A Segal Gardens) will ensure that risk assessments are in place, best interest decisions are recorded and the least restrictive option are taken and in human rights terms, this factors in the services and support supplied to Service Users by their visitors.

HWCGS Care (T/A Segal Gardens) will review any Service Users who have last powers of attorney in place and ensure that any advance decisions are recorded.

5.18 Shielding At Risk Groups

The Government advised on 21st March that those who are at increased risk of severe illness from coronavirus (COVID-19) must be shielded and protected. The full Public Health England guidance can be read [here](#). Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others.

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 leukaemia, 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 those with 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 the risk of infection
- | Women who are pregnant with significant heart disease, congenital or acquired

From 1st August the guidance from the government confirmed that shielding has now been paused, with the rate of transmission of coronavirus in the community having significantly fallen. This means:

- | You do not need to follow previous shielding advice
- | You can go to work as long as the workplace is [Covid-secure](#), but you should carry on working from home wherever possible
- | You can go outside as much as you like but you should still try to keep your overall social interactions



HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

low

- | You can visit businesses, such as supermarkets, pubs and shops, while keeping 2 metres away from others wherever possible or 1 metre [plus other precautions](#), where 2 metres is not possible
- | You should continue to wash your hands carefully and more frequently and that you maintain thorough cleaning of frequently touched areas in your home and/or workspace
- | You will no longer receive free food parcels, medicine deliveries and basic care from the National Shielding Service

You will still be able to get:

- | Local volunteer support by contacting your local authority
- | Prescriptions, essential items and food you buy delivered by [NHS Volunteer Responders](#)
- | Priority slots for supermarket deliveries (if you previously registered for free food parcels)

Those individuals who have been shielding still remain vulnerable and should continue to take precautions. Guidance will be regularly reviewed and if the transmission of COVID-19 increases, you may be asked to shield again. A secure 'shielded patient list' has been kept by NHS Digital, who will write to you if the advice changes.

In the event of a local lockdown, you may be advised to stay at home and shield; the Government will write to you.

5.19 Supporting Hospital Discharge

Mr Damian Cummings Gillian Gilmore will follow the COVID-19 discharge guidance and will ensure that communication channels remain open.



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 coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

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 Social stigma

- | Social stigma in the context of health is the negative association between a person or group of people who share certain characteristics and a specific disease. In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately, and/or experience loss of status because of a perceived link with a disease. Such treatment can negatively affect those with the disease, as well as their caregivers, family, friends and communities. People who do not have the disease but share other characteristics with this group may also suffer from stigma. The current COVID-19 outbreak has provoked social stigma and discriminatory behaviours against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus

6.6 The Health Protection (Coronavirus) Regulations 2020

- | The Health Protection (Coronavirus) Regulations 2020 was 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 14 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

6.7 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)

6.8 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



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 The current understanding is that the virus does not survive on surfaces for longer than 72 hours. Regular cleaning of frequently touched hard surfaces and hands will therefore help to reduce the risk of infection
- 1 Washing 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
- 1 HWCGS Care (T/A Segal Gardens) must make sure they have the facts about the new coronavirus or the disease COVID-19 from a reliable source. Public Health England and the Department of Health and Social Care are 2 examples
- 1 HWCGS Care (T/A Segal Gardens) must have an up to date business continuity plan in place. The Pandemic Policy and Procedure has a checklist to help plan for an outbreak of a disease like COVID-19
- 1 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
- 1 HWCGS Care (T/A Segal Gardens) will need to work closely with St Helens, 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:

- 1 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 new virus is called SARS coronavirus-2. The disease it causes is called COVID-19
- 1 There is no vaccine at the moment for this virus. Washing 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
- 1 Its ok to feel worried or anxious. HWCGS Care (T/A Segal Gardens) has plans in place to make sure you will get the care that you need



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:

Government Statement - Extension of self-isolation period:

<https://www.gov.uk/government/news/statement-from-the-uk-chief-medical-officers-on-extension-of-self-isolation-period-30-july-2020>

CQC Responding to Coronavirus:

<https://www.cqc.org.uk/news/stories/how-were-responding-outbreak-coronavirus>

WHO - Hand Hygiene: Why, How & When?

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>



Outstanding Practice

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

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) is able to respond quickly and safely to a fast-changing situation
- | HWCGS Care (T/A Segal Gardens) has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are



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

HWCGS Care (T/A Segal Gardens)
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

HWCGS Care (T/A Segal Gardens)

Headed paper

Date

Dear Sir or Madam

Re: (Insert Key Worker's: Full Name): Coronavirus (COVID-19) Designated Key Worker

In line with business continuity plans at **HWCGS Care (T/A Segal Gardens)**, you have been designated a key worker, as referred to by the Prime Minister in his announcement and press conference of 18th March 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 sincerely

Mr Damian Cummings Gillian Gilmore

Registered Manager