

Winash Rest Home

Winash Rest Home, 7 Albert Road, Clevedon, North Somerset, BS21 7RP

Review Sheet



Last Reviewed
20 Jul '21



Last Amended
20 Jul '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

Scheduled review

Were changes made?

Yes

Summary:

This policy will support a service with keeping up to date on coronavirus and should be read in conjunction with the COVID-19 Hub policies and resources. A new procedural section (5.7) has been added to the policy in light of the Government's recent update, allowing staff in certain circumstances to work rather than self-isolate. The update includes the criteria staff have to meet in order to be able to do this and what processes the service should follow. Links to the guidance and press release have also been added to the policy.

Relevant legislation:

- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- 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: UK Government, (2021), <i>COVID-19 Response: Summer 2021</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/covid-19-response-summer-2021 [Accessed: 20/7/2021] • Author: Public Health England, (2021), <i>COVID-19: management of staff and exposed patients or residents in health and social care settings</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings?utm_campaign=12532839_Self%20isolation%20announcement&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,7GMEF,VOYMR2,L [Accessed: 20/7/2021] • 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: 20/7/2021] • Author: Cabinet Office, (2021), <i>(COVID-19) Coronavirus restrictions: What you can and cannot do</i>. [Online] Available from: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do [Accessed: 20/7/2021] • Author: Department of Health and Social Care, (2021), <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: 20/7/2021] • Author: Public Health England, (2021), <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: 20/7/2021] • Author: Public Health England, (2021), <i>19 July 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-19/19-july-guidance-on-protecting-people-who-are-clinically-extremely-vulnerable-from-covid-19 [Accessed: 20/7/2021] • Author: GOV.UK, (2021), <i>NHS Test and Trace in the Workplace</i>. [Online] Available from: https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance [Accessed: 20/7/2021] • Author: Department of Health and Social Care, (2021), <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: 20/7/2021] • Author: Public Health England, (2021), <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: 20/7/2021] • Author: GOV.UK, (2021), <i>Working safely during coronavirus (COVID-19)</i>. [Online] Available from: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 [Accessed: 20/7/2021]
<p>Suggested action:</p>	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App • 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>

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1. Purpose

1.1 To ensure that Winash Rest Home remains up to date and is able to respond in the event of a member of staff, Resident or contact, contracting the virus, Coronavirus, which results in the disease COVID-19 and the effects as this can often lead to Long COVID and other health implications.

1.2 To support Winash Rest Home 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 {Winash Rest Home} is registered to provide:

- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | 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 Residents may be affected by this policy:

- | Residents
- | Visitors

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS

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**3. Objectives**

- 3.1** To ensure that safe, effective procedures are in place with staff and Residents having information in an accessible format.
- 3.2** As the spread of the virus is resulting in operational responses changing very frequently, Winash Rest Home 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** Winash Rest Home recognises that the outbreak of coronavirus, SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 and COVID-19 variants, is a fast-moving situation. As care providers, ensuring robust infection control and business continuity plans form part of preparing business at Winash Rest Home for any events that can cause disruption to the normal business.
- 4.2** Winash Rest Home 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 **HS14 - Pandemic Policy and Procedure** at Winash Rest Home. Winash Rest Home understands that business continuity planning involves all aspects of the business, and to be effective, Winash Rest Home must work with its partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.
- 4.3** Winash Rest Home understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and that it supports Residents with this too. Winash Rest Home 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, Residents or the wider public.
- 4.4** Winash Rest Home 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

Winash Rest Home recognises that the WHO declared COVID-19 a pandemic on 11 March 2020. Winash Rest Home will ensure that it reviews HS14 - Pandemic Policy and Procedure. It will review the Pandemic Planning Checklist to ensure that the business is prepared for any further waves 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

Winash Rest Home 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 Residents to follow the government requirements and remind them that failure to follow this can result in a fine. Government guidance changes rapidly and Winash Rest Home will ensure it keeps up to date with any changes.

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

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

Winash Rest Home will need to ensure that any additional guidance for vulnerable individuals is followed in line with [national guidance](#).

5.5 Safe Staffing

Winash Rest Home 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](#).

Winash Rest Home must restrict, as far as possible, staff movement between the different premises of Winash Rest Home, 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 Resident Meets the Criteria and Displays Symptoms

- | If a Resident complains of symptoms, Winash Rest Home must ensure that staff understand the [Ethical Framework for Adult Social Care Staff](#)
- | The Resident 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
- | Winash Rest Home 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

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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 Resident with symptoms, which will avoid the virus spreading to other Residents at Winash Rest Home and stop staff members becoming infected. Winash Rest Home will follow HS18 - Personal Protective Equipment (PPE) Policy and Procedure and CC18 - Infection Control Policy and Procedure at Winash Rest Home and current [Public Health England guidance on PPE](#)
- | Inform family members, where the Resident gives consent, so that they are kept informed. Where possible, support the Resident to notify their family
- | It is important that Residents 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 Resident lacks capacity, continue to explain and ensure that the least restrictive options are taken to maintain their safety and the safety of everyone at Winash Rest Home. Where required, involve the Resident's GP
- | Follow CC94 - COVID-19 Testing Policy and Procedure at Winash Rest Home and the Government's advice on their [website](#)

5.7 Action if a Member of Staff Has Contact with Someone Who Has COVID-19 and Needs to Self-Isolate

Where staff are informed they have been in contact with someone who has tested positive for COVID-19, they are required to self-isolate in line with Government guidelines.

In some circumstances, staff may be allowed to come out of self-isolation to work, if there is a likelihood that the staff member's absence could create a significant risk to the health and safety of Residents. In order for staff to be able to leave self-isolation for work purposes, they must be:

- | Fully vaccinated and it has been more than 14 days since their second dose
- | Have a negative PCR test before coming out of self-isolation
- | Undertake daily negative LFD antigen tests for a minimum of 7 days
- | Comply with all infection control and PPE precautions in place

A risk assessment must also be completed by Winash Rest Home on an individual basis for each member of staff and must be authorised by the local Director of Infection Prevention and Control and/or the lead professional for health protection and/or Director of Public Health relevant to Winash Rest Home.

If authorised to leave self-isolation to work, the member of staff must continue to self-isolate as a close contact when not at work. Full details of the guidance can be found [here](#).

5.8 Supporting Hospital Discharge

Heather House 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 Resident is involved in all decisions and discussions.

5.9 Staff with Symptoms

If staff have a fever (37.8 degrees Celsius), 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](#).

5.10 Isolation Notes Online

[Isolation notes](#) will provide employees of Winash Rest Home with evidence for Winash Rest Home 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

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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 Winash Rest Home. After that, Winash Rest Home 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, Winash Rest Home must refer to PA07 - Sickness Absence Policy and Procedure.

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

Winash Rest Home 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

5.12 Waste Disposal

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

5.13 Working from Home

Where staff at Winash Rest Home are able to work from home, and Winash Rest Home has agreed to the arrangement, Winash Rest Home will ensure that PC19 - Home Working Policy and Procedure is followed. Winash Rest Home will investigate mechanisms to communicate effectively with staff who work from home, and may include software such as Microsoft [Teams](#) or Zoom which support video conferencing and calls over Wi-Fi.

5.14 Visitors

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

Staff can also refer to CC126 - Re-Opening to Visitors During COVID-19 Policy and Procedure for more information on how to open safely to visitors.

5.15 Confidentiality

Winash Rest Home will follow confidentiality and UK GDPR policies and procedures to ensure that the details of staff involved in caring for Residents 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 Resident at Winash Rest Home.

5.16 Mass Testing and Vaccinations

Winash Rest Home will seek to ensure that all care staff, alongside Residents, will be supported to follow GOV.UK guidance and requirements on any mass testing projects rolled out in response to spikes across the regions, to control further spread.

As a response to the roll out of vaccines, which started in December 2020, Winash Rest Home will encourage all care staff alongside Residents to participate in the planned vaccination programme and, when called by the NHS, should seek to follow any direct guidance given. Further guidance can be found in CC177 - Staff Vaccination and Immunisation Policy and Procedure and CC72 - Service User Vaccines and Immunisation Policy and Procedure.

5.17 Long COVID

Winash Rest Home recognises that, as well as coronavirus, Residents and staff may also be affected by the long term effects of coronavirus, known as 'Long COVID'. Symptoms of Long COVID include:

- | Extreme tiredness (fatigue)
- | Shortness of breath
- | Chest pain or tightness

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- | Problems with memory and concentration ("brain fog")
- | Difficulty sleeping (insomnia)
- | Heart palpitations
- | Dizziness
- | Pins and needles
- | Joint pain
- | Depression and anxiety
- | Tinnitus, earaches
- | Feeling sick, diarrhoea, stomach aches, loss of appetite
- | A high temperature, cough, headaches, sore throat, changes to sense of smell or taste
- | Rashes

Where staff or Residents present with symptoms of long COVID and are worried 4 or more weeks after having coronavirus, they should contact their GP or be supported to, where this is part of the Resident's Care Plan. In the event of an emergency, 999 or 111, where appropriate, should be contacted.

Support can be provided to manage and monitor symptoms at home or specialist support may be required. Where this affects the care being provided to a Resident, a Care Plan review will be undertaken and staff informed of any care changes.

Further information on Long COVID can be found in the QCS COVID-19 Hub and within the Further Reading section of this policy.



6. Definitions

6.1 Public Health England(PHE)

- | On 18 August 2020 it was announced that Public Health England was to be replaced by the UK Health Security Agency (UKHSA), a new agency created to deal with the threat of infectious diseases by combining PHE with the Joint Biosecurity Centre and NHS Test and Trace. The new agency was formalised from Spring 2021. 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

6.2 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

6.3 Long COVID

- | Long COVID describes the effects resulting from COVID-19. It now refers to those who continue to experience long term effects of COVID. Some have reported symptoms in excess of 12 weeks

6.4 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)

6.5 Pandemic

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

6.6 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

6.7 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. Further variants have also been found

6.8 World Health Organisation

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

6.9 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

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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

**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
- | Winash Rest Home 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
- | Winash Rest Home 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 future waves of coronavirus
- | It is important that Residents 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
- | Winash Rest Home will need to work closely with North Somerset, 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:

- | 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
- | Although vaccines are being rolled out, you must still wash your hands regularly with soap and water which 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. Winash Rest Home 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:

UK Gov - Press Release - Frontline health and care staff can work rather than self-isolate:

<https://www.gov.uk/government/news/frontline-health-and-care-staff-can-work-rather-than-self-isolate>

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>

NHS - Long Term Effects of Coronavirus (Long COVID):

<https://www.nhs.uk/conditions/coronavirus-covid-19/long-term-effects-of-coronavirus-long-covid/>

British Heart Foundation - Long Covid: What are the symptoms and how long does it take to recover?

<https://www.nhs.uk/conditions/coronavirus-covid-19/long-term-effects-of-coronavirus-long-covid/>

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**Outstanding Practice**

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

- | Staff have accurate and up-to-date information and Winash Rest Home is able to respond quickly and safely to a fast changing situation
- | Winash Rest Home 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 Residents appropriately
- | Winash Rest Home 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

**Forms**

Currently there is no form attached to this policy.