



Review Sheet



Last Reviewed
11 Mar '20



Last Amended
11 Mar '20



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

Business impact



Immediate action these changes are business critical and to be delivered as a matter of urgency.

Reason for this review

New Policy

Were changes made?

Yes

Summary:

This policy has been updated. The policy references the current countries at risk and the updated guidance and advice from the NHS, Public Health England and the Department of Health and Social Care. The Fact Sheet that was previously contained in the Pandemic Policy and Procedure has been updated and added to this policy. There is also a new additional Easy Read Fact Sheet. Additional content on home working has been included. References have been updated and additional reference links included. This policy will be under review and will be changing frequently. Please refer to the QCS dashboard or mobile app for the most up to date version.

Relevant legislation:

- 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

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.epi-win.com/sites/epiwin/files/content/attachments/2020-02-24/COVID19%20Stigma%20Guide%2024022020_1.pdf [Accessed: 11/3/2020]
- Author: Department of health and Social Care, (2020), *Number of coronavirus (COVID-19) cases and risk in the UK*. [Online] Available from: <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public> [Accessed: 11/3/2020]
- Author: Public Health England, (2020), *COVID-19: infection prevention and control*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> [Accessed: 11/3/2020]
- Author: Public Health England, (2020), *COVID-19: guidance to assist professionals in advising the general public*. [Online] Available from: <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-guidance-to-assist-professionals-in-advising-the-general-public> [Accessed: 11/3/2020]
- Author: Public Health England, (2020), *COVID-19: background information*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information> [Accessed: 11/3/2020]
- 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: 11/3/2020]
- Author: Public Health England, (2020), *Guidance for social or community care and residential settings on COVID-19*. [Online] Available from: <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19> [Accessed: 11/3/2020]
- 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: 11/3/2020]
- Author: Department of Health and Social Care, (2020), *Guidance for social or community care and residential settings on COVID-19*. [Online] Available from: <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19> [Accessed: 11/3/2020]
- Author: Public Health England, (2020), *Coronavirus (COVID-19): number of cases in England*. [Online] Available from: <https://www.gov.uk/government/publications/coronavirus-covid-19-number-of-cases-in-england/coronavirus-covid-19-number-of-cases-in-england> [Accessed: 11/3/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Establish process to check and confirm staff understanding of the policy
- Include discussion in staff handovers
- Ensure policy is on the agenda for all supervisions
- Hold specific meetings to discuss impact
- Display changes and impact in relevant places e.g. office, staff room, reception areas, kitchens etc.
- Ensure relevant staff are empowered to develop specific and individualised processes to share policy changes
- Share information quickly and widely
- Ensure all staff know about the policy changes



1. Purpose

1.1 To ensure that PillarCare 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 PillarCare 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 PillarCare 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) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974



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, PillarCare 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 PillarCare 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 countries should be preparing themselves. As care providers, ensuring robust infection control and business continuity plans form part of preparing business at PillarCare for any events that can cause disruption to the normal business.

4.2 PillarCare 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 PillarCare. PillarCare understands that business continuity planning involves all aspects of the business and to be effective PillarCare must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 PillarCare 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. PillarCare 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

PillarCare recognises that the WHO has declared COVID-19 can be characterised as a Pandemic on 11 March 2020. PillarCare however, will ensure that it reviews the Pandemic Policy and Procedure and will complete the checklist to ensure that the business is prepared and that robust business continuity plans are in place. PillarCare will ensure that staff have access to the Coronavirus Fact Sheet within the Forms section of this document.

5.2 Reducing the Risk of Contracting or Spreading the Virus

PillarCare 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;

- | **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
- | **Maintain at least 1 metre (3 feet) distance** between yourself and anyone who is coughing or sneezing (social distancing). When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain the virus. 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
- | **Practice 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 fever, cough and difficulty breathing, seek medical care early.** It is very unlikely to be coronavirus if you have not been in close contact with someone with confirmed coronavirus or you have not been to a country or area with a high risk of coronavirus in the last 14 days. If you have either travelled or have been in contact with a person who has been confirmed as having COVID-19, do not go directly to your GP or hospital, use the 111 coronavirus Service, or call 111. If it is a medical emergency call 999 but explain that you have either travelled or had contact with a confirmed case of coronavirus
- | **Stay informed and follow advice given by 111, Public Health England or NHS.** National and local authorities will have the most up-to-date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves
- | People who feel unwell should stay at home and should not attend work but must speak to PillarCare as soon as they feel unwell. Staff must follow the Sickness Absence Policy and Procedure at PillarCare

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

PillarCare 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 should 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 PillarCare 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 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. PillarCare will as part of pandemic preparedness assess whether any staff need additional training, support or require a DBS check.

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. PillarCare 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 Identifying Possible Cases of the Virus

You may need to get medical advice if you have recently travelled to the UK from somewhere with a higher risk of coronavirus in the last 14 days. These places are:

- ┆ Cambodia
- ┆ China
- ┆ Hong Kong
- ┆ Iran
- ┆ Italy
- ┆ Japan
- ┆ Laos
- ┆ Macau
- ┆ Malaysia
- ┆ Myanmar (Burma)
- ┆ Singapore
- ┆ South Korea
- ┆ Taiwan
- ┆ Tenerife – only the H10 Costa Adeje Palace Hotel
- ┆ Thailand
- ┆ Vietnam

If someone has returned from these specific areas in the last 14 days, they should self-isolate even if they do not have symptoms. If they do develop symptoms, they should use NHS111 online at 111.nhs.uk (if they have no internet access, they should call NHS111). The areas are:

- ┆ Iran
- ┆ Italy*
- ┆ Special care zones in South Korea as designated by the Government of the Republic of South Korea
- ┆ Hubei province

This applies to the whole of Italy if the individual has returned after 9th March, when the Italian government extended the lockdown to the entire country.

The guidance is changing every day and PillarCare will keep under review the specific advice for each country by reviewing the [Public Health England](#) Web pages on returning travellers to the UK. PillarCare will

PillarCare

36 Gloucester Avenue, Primrose Hill, London, NW1 7BB

also review the number of cases reported near PillarCare to keep up to date on the risk which is updated daily at 2pm on the [Public Health England](#) site.

5.8 Definition of Contact

Contact with a case is defined as any of the following:

- | Living in the same household
- | Direct contact with the case or their body fluids, or in the same room of a healthcare setting when an aerosol generating procedure is undertaken on the case without appropriate PPE
- | Direct or face to face contact with a case, for any length of time
- | Being within 2 metres of the case for any other exposure not listed above, for longer than 15 minutes
- | Being otherwise advised by a public health agency that contact with a confirmed case has occurred
- | Contacts are not considered cases and if they are well they are very unlikely to spread the infection to others

5.9 Actions 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 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 they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms
- | They contact PillarCare as soon as possible and advise 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 the tissue 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

5.10 Action if a Member of Staff Reports Symptoms

- | PillarCare will ensure that the member of staff has sought advice from 111
- | PillarCare must contact London Borough Of Camden Contact Camden Reception 5 Pancras Square London N1C 4AG Switchboard: 020 7974 4444 and the [local health protection team](#) for advice. Public Health England will provide advice to the person infected and will carry out all contact tracing
- | 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
- | If a member of staff reports that there are concerns about their children, close family, friends who they have had close contact with, the local health protection team must be contacted for advice
- | PillarCare must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | In the event of a confirmed case, closure of the office, workplace or residential setting is not recommended. PillarCare will be contacted by the Public Health England (PHE) local [Health Protection Team](#) to discuss the case, identify people who have been in contact with them and advise on actions that should be taken
- | PillarCare should follow their Sickness Absence Policy and Procedure and ensure that it follows government guidance which states that if NHS 111 or a doctor advises an employee or worker to self-isolate, they should receive any Statutory Sick Pay (SSP) due to them. PillarCare will ensure that staff are made aware of the requirements for 'fit notes' if staff are required to self isolate for 14 days

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

PillarCare

36 Gloucester Avenue, Primrose Hill, London, NW1 7BB

The local Health Protection Team will provide advice on cleaning. Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. 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

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.

5.12 Rubbish Disposal Including Tissues

- | All waste that has been in contact with the individual, including used tissues, continence pads and other items soiled with bodily fluids, should be put in a plastic rubbish bag and tied. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the COVID-19 test result is available, which will be within 24 hours
- | If the individual tests negative, this can be put in the normal waste
- | Should the individual test positive, the local Health Protection Team advise you what to do with the waste and laundry

5.13 Raising Concerns

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

5.14 Working from Home

Where staff at PillarCare are able to work from home, and PillarCare has agreed to the arrangement PillarCare 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 PillarCare 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 Robert Garnett
- | Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

PillarCare understands 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. PillarCare 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 temporarily allow home working is not a contractual change.

5.15 Working from Home - Health and Safety Considerations

PillarCare has a duty of care for all their employees, and the requirements of the health and safety legislation apply to homeworkers. PillarCare 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.

PillarCare 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.

PillarCare will refer to the ACAS guidance on [Home Working](#).

5.16 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. The Government advice is currently that 'it is therefore very unlikely that anyone receiving care in a care home or the community will become infected.' (Guidance for social or community care and residential settings on COVID-19) however, PillarCare will monitor the changing situation. PillarCare will display information posters and advise anyone that is unwell to stay away.

PillarCare will ensure that all visitors document their names and contact phone numbers should contact tracing be required.



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 Confirmed Case

- | A person with laboratory confirmation of COVID-19 infection, irrespective of clinical signs and symptoms

6.8 Suspected Case

- |
 - | A. A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness of breath)), AND with no other causes that fully explains the clinical presentation AND a history of travel to or residence in a country/area or territory reporting local transmission (see [situation report](#)) of COVID-19 disease during the 14 days prior to symptom onset
 - | OR B. A patient with any acute respiratory illness AND having been in contact with a confirmed or probable COVID-19 case (see definition of contact) in the last 14 days prior to onset of symptoms

- OR C. A patient with severe acute respiratory infection (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness breath)) AND requiring hospitalisation AND with no other causes that fully explains the clinical presentation



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 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
- 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
- PillarCare 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. Staff should read the fact sheet in the Forms section for more information
- PillarCare 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
- Its 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
- PillarCare will need to work closely with London Borough Of Camden Contact Camden Reception 5 Pancras Square London N1C 4AG Switchboard: 020 7974 4444, 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 and a cough 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
- 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
- Its ok to feel worried or anxious. PillarCare 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:

CQC Responding to Coronavirus:

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

Handwashing and Handsanitiser Fact sheet:

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
- ┆ PillarCare 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 PillarCare is able to respond quickly and safely to a fast-changing situation
- ┆ PillarCare 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
Coronavirus Fact Sheet v2.0 - HS15	To share information with staff and Service Users	QCS
Coronavirus Fact Sheet Easy Read - HS15	To share information with Service Users in an accessible format	QCS

Coronavirus Fact Sheet

Coronavirus ~ COVID-19

What is it?

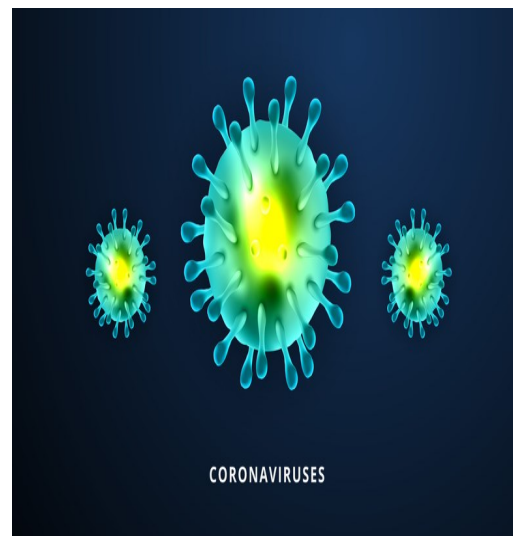
COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. This new coronavirus started in Hubei Province, China. The coronavirus causes a disease which is called COVID-19

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness, not coronavirus .

How is it spread?

The coronavirus is most likely to spread from person-to-person through:

- ◆ Direct close contact with a person while they are infectious;
- ◆ Close contact with a person with a confirmed infection who coughs or sneezes, or;
- ◆ Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.



COVID-19 Key Facts

- The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person
- You must not go to A&E if you are unwell and think you may have COVID-19
- You must use the 111 Coronavirus service or call 111
- Good hand hygiene is one of the best ways of preventing the spread of the virus
- Cough etiquette helps too
- It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. But it may last on some surfaces for a few hours or up to several days

How can we help stop it spreading?

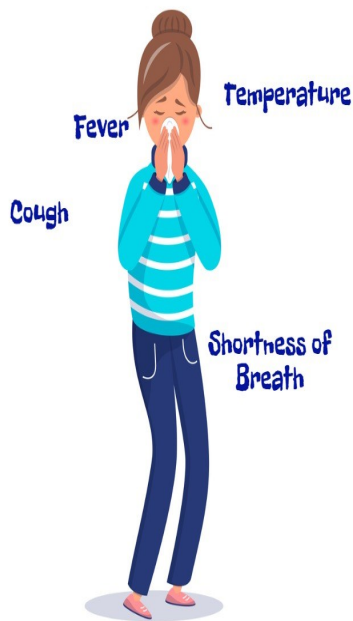
Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You must:

- ♦ Wash your hands frequently with soap and water, before and after eating and after going to the toilet
- ♦ Cover your cough and sneeze, dispose of tissues and use alcohol-based hand-sanitiser. If you don't have a tissue, use your sleeve.
- ♦ If unwell, avoid contact with others (touching, kissing, hugging etc.)



'Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the UK from low to moderate.'
NHS Website March 2020

Symptoms of COVID-19



What should I do if I have travelled?

Stay indoors and avoid contact with other people if you've travelled to the UK from the following places in the last 14 days, even if you do not have symptoms:

- ♦ Iran
- ♦ Hubei province in China
- ♦ lockdown areas in northern Italy
- ♦ special care zones in South Korea

Stay indoors and avoid contact with other people if you've travelled to the UK from the following places in the last 14 days and have a cough, high temperature or shortness of breath, even if your symptoms are mild:

- ♦ mainland China outside of Hubei province, Italy outside of the lockdown areas, South Korea outside of the special care zones, Cambodia, Hong Kong, Japan, Laos, Macau, Malaysia, Myanmar, Singapore, Taiwan, Thailand, Vietnam

ACAS Guidance for Employers and Employees

- ◆ keep everyone updated on actions being taken to reduce risks of exposure in the workplace
- ◆ make sure everyone's contact numbers and emergency contact details are up to date
- ◆ make sure managers know how to spot symptoms of coronavirus and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace develops the virus
- ◆ make sure there are clean places to wash hands with hot water and soap, and encourage everyone to wash their hands regularly
- ◆ provide hand sanitiser and tissues for staff, and encourage them to use them
- ◆ consider if protective face masks might help for people working in particularly vulnerable situations
- ◆ consider if any travel planned to affected areas is essential
- ◆ Employers must not single anyone out. For example, they must not treat an employee differently because of their race or ethnicity.

Sick Pay

- ◆ The workplace's usual sick leave and pay entitlements apply if someone has coronavirus.
- ◆ Employees should let their employer know as soon as possible if they're not able to go to work.
- ◆ Check out the ACAS website for information on what you should do with pay if an employee has to self-isolate.

Myth Busting

- ◆ The new coronavirus can be transmitted through goods made in China or any country reporting COVID-19 cases.

A: Its unlikely, however washing your hands is always a good idea

- ◆ Hand dryers are effective at killing the virus?

A: No. Hand dryers are not effective in killing the 2019-nCoV.

- ◆ Pets at home spread the new coronavirus (2019-nCoV)?

A: At present, there is no evidence that animals/pets such as dogs or cats can be infected with the new coronavirus.

Which Policies Do I Need?

- ◆ Business Continuity
- ◆ Infection Control
- ◆ Pandemic
- ◆ Sickness Absence
- ◆ Unable to Attend the Workplace
- ◆ Compassionate Leave
- ◆ Bereavement Policy

QUESTION?

Do I need to wear a face mask?

- ◆ It is not necessary to wear a face mask if you are well.

QUESTION?

Someone at my partner's work has been confirmed as having coronavirus,. What should I do?

The only people who may need to stay away from school, work or university are:

- ◆ people with confirmed coronavirus
- ◆ people who have been in close contact with someone with confirmed coronavirus
- ◆ people who have been to a country or area with a high risk of coronavirus in the last 14 days – see our coronavirus advice for travellers
- ◆ Otherwise, you should continue to go to school, university and work as normal.
- ◆ You can use the NHS 111 online coronavirus service to find out what to do.

What about a close family member ?

You need to use the 111 Coronavirus Service to find out what you need to do. You do not necessarily need to stay away from work or school if someone you live with has recently come from a country or area with a high coronavirus risk.



There is currently no vaccine to prevent Novel Coronavirus. The best way to prevent infection is to avoid being exposed to the virus.

What is self-isolation?

If the worker is required to self-isolate, then they should be advised to remain at home for 14 days following last exposure and avoid close contact with other people as much as possible. Advise that they:

- ◆ Avoid having visitors
- ◆ Ask friends, family or delivery services to drop off any food or medicines that they might need/run other errands on their behalf
- ◆ Don't go to work, school or public areas
- ◆ Don't use taxis or public transport
- ◆ Don't go to the GP or A&E

What action do I need to take now?



- ◆ Check your Business Continuity Plan
- ◆ Complete an action plan if there are any gaps
- ◆ Complete your pandemic checklist – how prepared are you?
- ◆ Check your staff and Service User Files – Who is at Risk?
- ◆ Contact your Local Authority – what is the local plan?
- ◆ Make sure you have communicated your policies and procedures
- ◆ Make sure your infection control training is up to date
- ◆ Keep your staff and Service Users up to date

Handwashing Techniques to Stay Healthy

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. How long? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.



Quality Compliance Systems

Quality Compliance Systems (QCS) is the leading compliance management system for the Care sector. Our service provides over 70,000 Care, Dental and Medical professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling our users to stay compliant with current CQC policies. Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, and Best Practice guidelines, by our team of experts.

Useful Contacts

- ◆ Out of Hours Clinical Advice: 111 for personal use or the 111 Coronavirus Service
- ◆ Public Health England: 020 8200 4400 (professional use only)
- ◆ You can also contact your local office. The details are on the website:

<https://www.gov.uk/guidance/emergency-contacts->

Useful Websites

- ◆ 111 Coronavirus Service <https://111.nhs.uk/covid-19>
- ◆ Coronavirus Action Plan <https://www.gov.uk/government/publications/coronavirus-action-plan>
- ◆ Government plans to support health and social care system in fight against COVID-19 <https://www.gov.uk/government/news/government-outlines-further-plans-to-support-health-and-social-care-system-in-fight-against-covid-19>
- ◆ Coronavirus Myth Busters <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>
- ◆ Advice to Healthcare workers including care homes <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-guidance-for-healthcare-providers-with-staff-who-have-travelled-to-china/guidance-for-healthcare-providers-healthcare-workers-who-have-travelled-to-china>
- ◆ Guidance for social or community care and residential settings on COVID-19 <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>

Quality Compliance Systems
Have a question?



0333 405 33 33



INFO@QCS.CO.UK



WWW.QCS.CO.UK

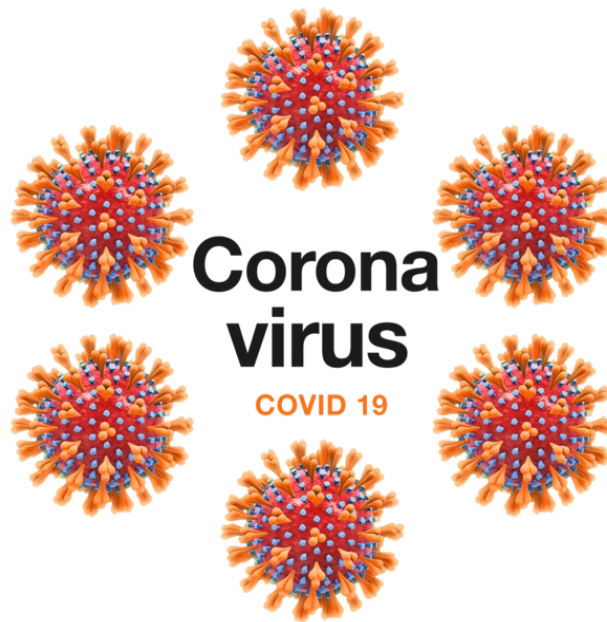




Quality
Compliance
Systems

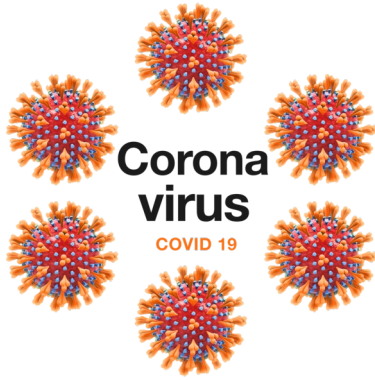


Coronavirus Fact Sheet



**This factsheet will tell you about
Coronavirus.**

What is Coronavirus?



There is a new virus spreading. It's name is Coronavirus . It causes an illness called COVID-19. It started in China and is spreading across the world.



The illness makes people cough and have problems breathing. Some people have died but most people recover ok.



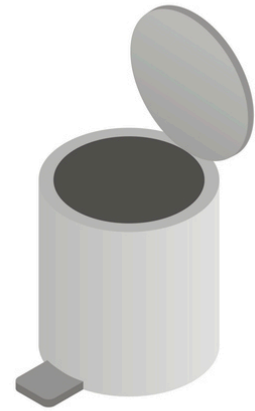
You can help to stop the virus spreading and do things that will keep you well.



Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.

How to keep well

Put used tissues in the bin. Do not use your hands to close the bin lid.



Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.



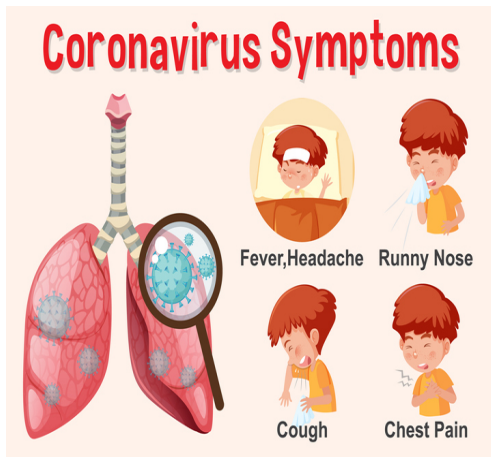
Avoid close contact with people who are unwell. Try to avoid crowds.



Do not touch your eyes, nose or mouth if your hands are not clean.



Feeling unwell



You may have a cough, a temperature, be short of breath. These are called symptoms.



There are countries in the world that have more people with coronavirus. People who have travelled to these countries in the last 14 days may get Coronavirus.



The main countries are Cambodia
Iran, China, Daegu or Cheongdo
Republic of Korea,
Hong Kong, Italy, Japan, Laos,
Macau, Malaysia, Myanmar, Republic
of Korea, Singapore, Taiwan, Thailand,
Vietnam.

Feeling unwell

Do not go to the hospital unless the Doctor or Nurse says its ok to go.



You can check your symptoms on the NHS111 website <https://111.nhs.uk/covid-19>



If you are already sick with heart or breathing problems, or you have diabetes, Coronavirus might make you very ill.



Call NHS 111 if you think you have Coronavirus.

- Tell them what symptoms you have.
- Tell them if you have other health problems.
- Tell them if you think you have been near someone who has the virus.



Feeling worried



Its ok to be worried or scared.



Talking to people you trust can help.
Contact your friends and family.



There are lots of people talking about
Coronavirus. Sometimes it is hard to
know what information is true. You can
read correct information on the NHS
website WWW.NHS.CO.UK



The most important thing to remember
is to wash your hands lots of times in
the day, even if they do not look dirty.



Useful Information



Make sure you keep healthy by eating lots of fruit and vegetables.



Stay away from crowds of people.



Call NHS 111 if you are unwell.