



5. Procedure

5.1 Pandemic Policy

Triple Care Health Care Services recognises that the WHO has declared COVID-19 can be characterised as a pandemic on 11 March 2020. Triple Care Health Care Services 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.

5.2 Reducing the Risk of Contracting or Spreading the Virus

Triple Care Health Care Services 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 must be followed;

You can only leave your home:

- | **To shop for basic essentials** – only when you really need to
- | **To do one form of exercise a day** – such as a run, walk or cycle, alone or with other people you live with
- | **For any medical need** – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- | **To travel to and from work** – but only where this is absolutely necessary

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
- | **Maintain at least 2 metres (6 foot) distance** between yourself and anyone. 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 a fever (37.8 degrees, a new/persistent cough) you must self isolate for 7 days. The NHS advice must be followed below;**
 - | If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started
 - | 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 1 person at home has symptoms, stay at home for 14 days from the day the first person started having symptoms
 - | If you get symptoms, stay at home for 7 days from when your symptoms start, even if it means you are at home for longer than 14 days
 - | If you do not get symptoms, you can stop staying at home after 14 days

Social Distancing

[Follow the Governments requirements](#) dated March 23rd 2020 for 3 weeks. Everyone must comply with these requirements

5.3 Handwashing

Staff should wash their hands:

- | Before leaving home



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Mole Valley District Council, Pippbrook, Dorking, Surrey, RH4 1SJ

- | 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

Triple Care Health Care Services 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 Triple Care Health Care Services 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. Triple Care Health Care Services will as part of pandemic preparedness assess whether any staff need additional training, support or require a DBS check.

Triple Care Health Care Services 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. Triple Care Health Care Services 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;

- | 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)
- | They contact Triple Care Health Care Services 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

5.8 Action if a Member of Staff Reports Symptoms

- | Triple Care Health Care Services will ensure that the member of staff self-isolates for 7 days

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Mole Valley District Council, Pippbrook, Dorking, Surrey, RH4 1SJ

- | If the member of staff has no symptoms they can return to work on day 8
- | Triple Care Health Care Services must contact Mole Valley District Council 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
- | Triple Care Health Care Services must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | Triple Care Health Care Services 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.
- | Triple Care Health Care Services will need to put into action the business continuity plan and liaise with Mole Valley District Council and the CQC if there are concerns about staffing

5.9 Isolation Notes Online

[Isolation notes](#) will provide Triple Care Health Care Services 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 Triple Care Health Care Services. After that, Triple Care Health Care Services 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.

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

Triple Care Health Care Services 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. 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

5.11 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 should 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

5.12 Raising Concerns

Triple Care Health Care Services 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 Triple Care Health Care Services and be able to raise concerns without any fear and receive timely feedback on their concerns.

5.13 Working from Home

Where staff at Triple Care Health Care Services are able to work from home, and Triple Care Health Care Services has agreed to the arrangement Triple Care Health Care Services 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 Triple Care Health Care Services 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 Miss Aretha Paradza
- | Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

Triple Care Health Care Services understands during the coronavirus outbreak, that where the employee's role makes home working feasible, working from home will be supported. The decision to temporarily allow home working is not a contractual change.

Triple Care Health Care Services 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.

5.14 Working from Home - Health and Safety Considerations

Triple Care Health Care Services has a duty of care for all their employees, and the requirements of the health and safety legislation apply to homeworkers. Triple Care Health Care Services 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 homemaker will be carrying out.

Triple Care Health Care Services 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. Triple Care Health Care Services will refer to the Home Working Policy and Procedure.

5.15 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. Triple Care Health Care Services will monitor the changing situation. Triple Care Health Care Services will display information posters and advise anyone that is unwell to stay away. Triple Care Health Care Services will ensure that all visitors document their names and contact phone numbers should contact tracing be required. Where restrictions on visitors are made, Triple Care Health Care Services 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.

Triple Care Health Care Services will review any Service User who have last powers of attorney in place and ensure that any advance decisions are recorded.

5.16 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. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household.

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or a new and continuous cough
2. Do not leave your house
3. Do not attend any gatherings
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact
5. Keep in touch using remote technology such as phone, Internet, and social media

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



Triple Care Health Care Services

Mole Valley District Council, Pippbrook, Dorking, Surrey, RH4 1SJ

immunosuppression drugs

- | People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD
- | People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- | People on immunosuppression therapies sufficient to significantly increase risk of infection
- | Women who are pregnant with significant heart disease, congenital or acquired

The NHS in England is directly contacting people with these conditions to provide further advice. This advice will be in place for 12 weeks.

5.17 Supporting Hospital Discharge

Miss Aretha Paradza will follow the COVID-19 discharge guidance and will ensure that communication channels remain open.