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|  **Review Sheet** |
| Last Reviewed Last Amended Next Planned Review in 12 months, or09 Apr '20 09 Apr '20 sooner as required. |
| Business impact | Immediate action these changes are business critical and to be delivered as a matter of urgency.**CRITICAL IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | This policy and procedure has been rewritten to focus on the preparation for a COVID-19 case and the management of an outbreak of COVID-19. Although other disease outbreaks can occur, the guidance for the management of a COVID-19 outbreak is changing frequently and deviates from other outbreak management guidance. Therefore, to avoid any confusion, this policy only focusses on COVID-19. It is important to note that although there is national guidance, regional PHE is issuing local guidance which may differ from the national guidance. It is therefore important to engage at local level and ensure that this policy and procedure reflects local requirements as the response to the pandemic varies within England. |
| Relevant legislation: | * The Care Act 2014
* The Hazardous Waste (England and Wales) Regulations 2005
* The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
* Health and Safety at Work etc. Act 1974
* Human Rights Act 1998
* Mental Capacity Act 2005
* Mental Capacity Act Code of Practice
* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
* Coronavirus Act 2020
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| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: L. Dougherty & S. Lister, (2015), *The Royal Marsden Manual of Clinical Nursing Procedures - Ninth Edition*. [Online] Available from: [Accessed: ]
* Author: Department of Health, (2016), *Health Technical Memorandum 01-04: Decontamination of linen for health and social care*. [Online] Available from: [https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and- social-care](https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and-social-care) [Accessed: 9/4/2020]
* Author: Department of Health and Social Care, (2013), *Health Technical Memorandum 07-01: Safe management of healthcare waste*. [Online] Available from: [https://www.gov.uk/government/publications/guidance-on-the-safe-management-of- healthcare-waste](https://www.gov.uk/government/publications/guidance-on-the-safe-management-of-healthcare-waste) [Accessed: 9/4/2020]
* Author: Public Health England, (2020), *COVID-19: cleaning in non-healthcare settings*. [Online] Available from: [https://www.gov.uk/government/publications/covid-19- decontamination-in-non-healthcare-settings](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings) [Accessed: 9/4/2020]
* Author: Public Health England, (2020), *COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable*. [Online] Available from: [https://www.gov.uk/government/publications/guidance-on-shielding-and- protecting-extremely-vulnerable-persons-from-covid-19](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19) [Accessed: 9/4/2020]
* Author: Public Health England, (2020), *COVID-19: infection prevention and control (IPC)*. [Online] Available from: [https://www.gov.uk/government/publications/wuhan-novel](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control)

[-coronavirus-infection-prevention-and-control](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control) [Accessed: 9/4/2020]* Author: Public Health England, (2020), *Coronavirus (COVID-19): admission and care of people in care homes*. [Online] Available from: [https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care- of-people-in-care-homes](https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes) [Accessed: 9/4/2020]
* Author: British Geriatric Society, (2020), *COVID-19: Managing the COVID-19 pandemic in care homes*. [Online] Available from: [https://www.bgs.org.uk/resources/covid-19- managing-the-covid-19-pandemic-in-care-homes](https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes) [Accessed: 9/4/2020]
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| Suggested action: | * Encourage sharing the policy
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**1. Purpose**

* 1. To provide all staff with the information that they need to manage outbreaks and support Service Users who may have possible or confirmed COVID-19.
	2. To ensure that Holbeach Hospital & Nursing Home follows national Public Health England (PHE) guidance, regional PHE guidance and advice as this may vary from national guidance due to the nature and impact of the virus in the area.
	3. To support Holbeach Hospital & Nursing Home in meeting the following Key Lines of Enquiry:

### Key Question Key Lines of Enquiry

|  |  |
| --- | --- |
| CARING | C3: How are people's privacy, dignity and independence respected and promoted? |
| EFFECTIVE | E1: Are people’s needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence- based guidance to achieve effective outcomes? |
| 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 | S5: How well are people protected by the prevention and control of infection? |

* 1. To meet the legal requirements of the regulated activities that Holbeach Hospital & Nursing Home is registered to provide:
		+ The Care Act 2014
		+ The Hazardous Waste (England and Wales) Regulations 2005
		+ The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
		+ Health and Safety at Work etc. Act 1974
		+ Human Rights Act 1998
		+ Mental Capacity Act 2005
		+ Mental Capacity Act Code of Practice
		+ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
		+ Coronavirus Act 2020

**2. Scope**

* 1. The following roles may be affected by this policy:
		+ All staff
	2. The following Service Users may be affected by this policy:
		+ Service Users
	3. The following stakeholders may be affected by this policy:
		+ Family
		+ Commissioners
		+ External health professionals
		+ Local Authority
		+ NHS
		+ Public Health England
		+ Health Protection Agency

**3. Objectives**

**3.1** Holbeach Hospital & Nursing Home will ensure that it follows an agreed plan to prevent, control and limit the spread of COVID-19 in Holbeach Hospital & Nursing Home and the wider community.

**4. Policy**

* 1. Holbeach Hospital & Nursing Home understands that good infection prevention (including cleanliness) is essential to ensure that Service Users who are cared for at Holbeach Hospital & Nursing Home receive safe and effective care. Effective prevention and control of infection must be part of everyday practice and must be applied consistently by everyone. Good management and organisational processes are crucial to make sure that high standards of infection prevention (including cleanliness) are developed and maintained.

We understand that it is critical that we manage any outbreak of infection to prevent spread and to protect Service Users, staff and visitors and the wider community. This policy details how this will be achieved and how we will aim to identify, prevent, limit and manage the spread of COVID-19 within Holbeach Hospital & Nursing Home.

### Human Rights and Outbreak Management

The Human Rights Act 1998 discusses personal freedom in relation to the isolation of Service Users and states that a person has the right not to be deprived of their liberty even for a short period. It is important that the least restrictive options are taken, that any decisions that are made at Holbeach Hospital & Nursing Home are documented and that, where the Service User has capacity, the reasons for isolating them to manage the outbreak of a disease is explained and consent is obtained. Where Service Users lack capacity, a best interest decision will take place and the outcome recorded. Where required, the Deprivation of Liberty Team at South Holland District Council will be involved.

**5. Procedure**

### Standard Practice During COVID-19

* + - Visits by health and social care staff will be limited to only essential care/work/activity
		- No one (visitors or staff) with symptoms of suspected COVID-19 must enter Holbeach Hospital & Nursing Home. Those allowed to enter should wash their hands immediately for 20 seconds with warm water and soap
		- The highest standard of hand hygiene must be implemented by every member of staff
		- Isolation (shielding) and appropriate care of all extremely vulnerable Service Users will be carried out as per the national shielding list

### Preparing Holbeach Hospital & Nursing Home for COVID-19

* + - There must be a 100% staff adherence rate to infection prevention and control policies and related COVID-19 documents at Holbeach Hospital & Nursing Home
		- Staff must all follow hand and respiratory hygiene as detailed in training. This will be discussed in supervision
		- Holbeach Hospital & Nursing Home will ensure that there are adequate supplies of tissues, soap, paper towels and cleaning materials
		- Holbeach Hospital & Nursing Home will ensure there is adequate PPE available. This includes disposable gloves, aprons, fluid- repellent face masks and eye protection
		- Holbeach Hospital & Nursing Home will ensure that there are appropriate linen management systems and clinical waste disposal systems in place
		- Holbeach Hospital & Nursing Home will provide alcohol-based hand gels if safe to do so
		- Holbeach Hospital & Nursing Home will consider isolation facilities – either single bedrooms commodes.

### Responding to a Single Case of COVID-19

* + - Staff must contact NHS111/ GP
		- Advice will be given as to whether testing will be carried out
		- Holbeach Hospital & Nursing Home will support the Service User's symptoms

### Isolation Procedures for a Single Case of COVID-19 Holbeach Hospital & Nursing Home will:

* + - Isolate the Service User in a single room with commodes for 14 days from the onset of symptoms of COVID-19
		- Ensure that staff wear the correct PPE in line with the policy of Holbeach Hospital & Nursing Home and the locally agreed PPE requirements. It is important to note that, although there is national guidance on PPE, regional PHE is issuing local guidance which may differ from the national guidance based on the impact of the virus in the region
		- Ensure good hygiene procedures are maintained
		- Ensure that personal waste (used tissues, continence pads and other soiled items), discarded PPE and disposable cleaning cloths will be bagged, securely tied, bagged again, securely tied and put aside for at least 72 hours before being disposed of as normal. Sputum pots will have lids
		- Ensure that staff carry out good hand hygiene which must extend to include the washing of **exposed forearms, i.e. 'bare below the elbows'**
		- Ensure that the symptomatic Service Users wear a surgical face mask while being transferred to another room within Holbeach Hospital & Nursing Home

### Protecting Other Service Users

* + - Any Service Users whom the symptomatic Service User has been in contact with, must be isolated for 14 days in single rooms from the last exposure with the symptomatic Service User
		- They will be monitored for any symptoms
		- Holbeach Hospital & Nursing Home will try to keep staff working to specific areas as far as is possible during the outbreak.
		- Ensure that extremely clinically vulnerable Service Users stay in a single room and do not share bathrooms with other Service Users
		- Staff must wear gloves and surgical face masks
		- If possible, staff will only work with either confirmed, symptomatic or asymptomatic Service Users
		- Holbeach Hospital & Nursing Home will support good hand hygiene with all Service Users
		- Cough etiquette will be promoted

### Contacts and Unexposed Service Users

For the purposes of the COVID-19 pandemic, a contact within Holbeach Hospital & Nursing Home is a Service User who lives in the same unit/floor as the infectious case, (e.g. share the same communal areas) or who has spent more than 15 minutes within 2 metres of an infectious case. The following action must take place if there is a confirmed or suspected case:

* + - Holbeach Hospital & Nursing Home will isolate Service Users who have been in contact with a possible or confirmed case of COVID-19 in single rooms for 14 days after last exposure to a possible or confirmed case, and monitor for any COVID-19 symptoms,.
		- Holbeach Hospital & Nursing Home must ensure that extremely clinically vulnerable Service Users stay in a single room.
		- Staff who are ill with symptoms of COVID-19 must stay off work for 7 days

### Declaring a Suspected Outbreak

During the COVID-19 pandemic an outbreak is defined as:

* Two or more cases which meet the clinical case definition
* Which have arisen within the same 14-day period
* In people who live or work in the care home or nursing home

### A case is defined as:

* A positive laboratory swab test result
* Those displaying symptoms of COVID-19

### A possible case may include one or more of the following:

* New persistent cough or
* Coughing for more than 1 hour, or more than 3 coughing episodes in 24 hours, or
* Fever of 37.8°C or higher or
* New onset of influenza like illness or
* Worsening shortness of breath or
* New onset/worsening confusion, particularly in those with dementia
* Chest tightness
* Fatigue
* Headache
* Muscle or joint ache
* Sore throat
* Runny nose or congestion
* Loss of sense of smell or taste
* Nausea and vomiting

### Responding to an Outbreak of COVID-19

If an outbreak is suspected, Holbeach Hospital & Nursing Home staff must:

* + - Hospital & Nursing Home will be closed to all visitors Holbeach, unless visiting is essential, e.g. if someone is at the end of their life
* Hospital & Nursing Home will be closed to all admissions. Inform
* Discuss symptomatic Service Users with NHS 111/GP as an assessment may be required
* Inform the local community Infection Control and Prevention Team (in hours) and the PHE Health Protection Team (out of hours) of the situation immediately for advice on infection prevention and control measures
* Holbeach Hospital & Nursing Home will seek guidance on any local reporting requirements of an outbreak as part of business continuity planning and will ensure that relevant contact details and escalation plans are in place within Holbeach Hospital & Nursing Home
* Adhere to all infection prevention and control measures
* Implement Social Distancing measures for everyone in Holbeach Hospital & Nursing Home, wherever possible, and follow the shielding guidance for the extremely vulnerable group
* Implement regular monitoring of COVID-19 symptoms amongst Service Users
* Measure every Service User's temperature once daily and record the reading. Staff will be looking for fever or new respiratory symptoms and immediately report any new suspected cases to Nurse in charge, who will inform the Managers
* Staff must not attend work if they feel unwell. They must inform their manager at least 3 hours before the start of their shift if they are unwell and follow the Sickness Absence Policy and Procedure at Holbeach Hospital & Nursing Home
* Holbeach Hospital & Nursing Home will ensure that daily logs are completed and liaise with other partners to ensure effective outbreak management
* Holbeach Hospital & Nursing Home will keep a daily log of suspected and confirmed cases
* Provide accurate information, as required, to the local community Infection Control and Prevention Team and implement the advice received from the GP or other infection specialists (e.g. partial/complete closure of Holbeach Hospital & Nursing Home to new admissions if indicated)
* Follow advice on swabbing of affected individuals, if available
* Continue to liaise with the local Health Protection Team until the outbreak is declared over

### Uniform/Clothing

* Uniforms must be laundered:
	+ Separately from other household linen
	+ In a load not more than half the machine capacity
	+ At the maximum temperature the fabric can tolerate, then ironed or tumble dried
* Staff must wear a clean, laundered uniform/clothing every shift
* Staff must wash and dry their hands after they have removed their uniform and placed it in a plastic bag and after loading it into the washing machine
* The plastic bag must be disposed of in a lidded waste bin

### Hand and Forearm Hygiene Soap and water

* Use liquid soap, warm water and paper towels
* Ensure that hand washing facilities are available in each Service User's room
* Ensure that hand washing facilities are available in key areas, e.g. kitchen, sluice, laundry, utility rooms, toilets, bathrooms and cleaners’ room
* Washing hands and forearms with soap and water for at least 20 seconds is essential at the following times:
	+ Between Service Users and between tasks for the same Service User
	+ When caring for Service Users with diarrhoea and/or vomiting
	+ When hands are visibly dirty
	+ When a build-up of alcohol-based hand rub can be felt on the hands
	+ At the beginning and end of shift
	+ Before and after eating, drinking or smoking
	+ After using the toilet
	+ After handling waste or dirty laundry
	+ Before and after cleaning duties

### Alcohol-Based Hand Rub

* Holbeach Hospital & Nursing Home will undertake a risk assessment to ensure that alcohol-based hand rub is safe to use, store or carry in Holbeach Hospital & Nursing Home
* Staff will use it on hands that are visibly clean
* Staff will not use it when caring for Service Users with diarrhoea and/or vomiting
* Holbeach Hospital & Nursing Home will provide 60% or above alcohol-based hand rubs
* Ensure that staff understand that alcohol-based hand rubs are effective against enveloped viruses such as the virus that causes COVID-19

### Cleaning During the COVID-19 Pandemic

In addition to regular cleaning, Holbeach Hospital & Nursing Home will clean all communal contact surfaces (e.g. door handles, grab-rails, arm rests, remote controls, buzzers, taps, flush handle, Nurses telephones)

### Environmental Cleaning

* + - Domestic staff will be advised to clean the isolation room(s) after all other unaffected areas of Holbeach Hospital & Nursing Home have been cleaned. The isolation room cleaning will, wherever possible, be undertaken by staff who are also providing care in the isolation room
		- Staff responsible for undertaking the cleaning with detergent and disinfectant must be familiar with these processes and procedures

### In Preparation:

* + - Collect any cleaning equipment and waste bags required before entering the room
		- Any cloths used must be disposed of as single-use items
		- Before entering the room, perform hand hygiene, then put on a fluid-resistant surgical mask, disposable plastic apron and gloves

### On Entering the Room, Domestic Staff will:

* + - Keep the door closed with windows open to improve airflow and ventilation whilst using detergent and disinfection products
		- Bag any disposable items that have been used for the care of the Service User as clinical waste

### Cleaning Process

* + - Use disposable cloths, to clean and disinfect all hard surfaces/floor/chairs/door handles/reusable non-invasive care equipment/sanitary fittings in the room, following one of the 2 options below:
			* Use either a combined detergent disinfectant solution at a dilution of 1000 parts per million (ppm) available chlorine (av.cl.) or
			* A neutral purpose detergent followed by disinfection (1000 ppm av.cl.)
		- Follow the manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants
		- Any cloths used must be disposed of as single-use items
		- Clean and disinfect any reusable, non-invasive care equipment, such as blood pressure monitors, digital thermometers, glucometers, that are in the room prior to their removal
		- Clean all reusable equipment systematically from the top or furthest away point
		- For carpeted floors/items/soft furnishings that cannot withstand chlorine-releasing agents, consult the manufacturer’s instructions for a suitable alternative to use following, or combined with, detergent cleaning
		- No hoovering of infected rooms.

### On Leaving the Room:

* + - Discard detergent/disinfectant solutions safely at the disposal point
		- Dispose of all waste as clinical waste
		- Clean, dry and store re-usable parts of cleaning equipment, such as mop handles
		- Remove and discard PPE as clinical waste as per local policy
		- Perform hand hygiene

### Clinical Waste

* + - Care homes that provide nursing or medical care are considered to produce healthcare waste and should comply with the Health Technical Memorandum. 07-01: Safe management of healthcare waste
		- All consumable waste items that have been in contact with the individual, including used tissues, should be put in a plastic rubbish bag, double bagged and tied. This should be put in a secure location awaiting uplift in line with local policies for contaminated waste
		- Waste such as urine or faeces from individuals with possible or confirmed COVID-19 does not require special treatment and can be discharged into the sewage system.
		- Holbeach Hospital & Nursing Home will follow the policy and procedure for waste management

### Laundry

* + - Any towels or other laundry used by the Service User will be treated as infectious and placed in an alginate bag then a secondary clear bag. This must then be removed from the isolation room and placed directly into the laundry hamper/bag. Take the laundry hamper as close to the point of use as possible, but do not take it inside the isolation room.

When handling linen do not:

* + - Rinse, shake or sort linen on removal from beds
		- Place unused infectious linen on the floor or any other surface
		- Re-handle used/infectious linen when bagged
		- Overfill laundry receptacles
		- Place inappropriate items in a laundry receptacle
		- Laundry will be laundered in line with the policy for infectious linen at Holbeach Hospital & Nursing Home

### Training and Education

Care Workers responsible for the care of Service Users will have competence and knowledge in the following:

* + - Effective hand-washing techniques and the importance of hand washing after contact with each and every Service User
		- Use of alcohol gel rubs, whilst pointing out that these are a poor substitute for proper hand washing.

Refer to the Infection Control Policy and Procedure

* + - Wearing disposable aprons, gloves and regularly changing them
		- Carrying out barrier care of Service Users who have an infection

### Caring for Staff

* + - CQC will contact Holbeach Hospital & Nursing Home to book appointments at a national testing centre for any staff who are self-isolating with symptoms of coronavirus – and soon staff will also be able to use this service to order a kit to test at home. Please refer to the [CQC publication](https://cqc.org.uk/news/stories/cqc-sets-out-next-steps-support-adult-social-care-during-covid-19-pandemic) for further details
		- [Staff who have a symptomatic household member must stay at home and not leave the house for 14 ys.](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection) The 14-day period starts from the day when the first person in the house became ill. If the staff me mber develops symptoms during this period, they can return to work 7 days after their symptoms started and they are no longer symptomatic
		- [Vulnerable staff](https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people) must be redeployed and not provide direct care to symptomatic Service Users. Staff o feel that they fall into one of these groups must discuss this with their line manager
		- Holbeach Hospital & Nursing Home will provide staff with adequate training and support to continue providing care to all Service Users
		- Holbeach Hospital & Nursing Home will ensure staff have the opportunity to discuss any concerns with their manager. Staff will be encouraged to consider their own health and mental wellbeing
		- Risk assessments will be carried out to ensure the safety and wellbeing of staff
		- Where there are concerns that a member of staff has been infected with coronavirus or has been exposed to coronavirus during the course of their work, Holbeach Hospital & Nursing Home must report under [RIDDOR](https://www.hse.gov.uk/riddor/)
		- All statutory requirements to notify the CQC must continue during the COVID-19 pandemic

### Audit and Evaluation

* + - Upon conclusion of an infection outbreak, a root cause analysis will be considered to identify the pattern of events, reflection of practice and any identified learning
		- Practice and knowledge from staff will be reviewed at regular intervals to ensure compliance and understanding of this policy and its procedures
		- Holbeach Hospital & Nursing Home will arrange regular and appropriate training to ensure that all staff who are likely to be involved in outbreak control are familiar with this policy and the management of outbreaks

**6. Definitions**

### Isolation and Barrier Care

* + - Service Users who have an infective condition may need to be cared for in isolation or be “barrier nursed"
		- **Isolation Nursing** is carried out by placing the Service User in a single room
		- **Barrier Nursing** occurs when a Service User is subject to extra precautions to prevent the spread of infection

### Immunocompromised

* + - A person is said to have an immune deficiency or be immunocompromised when their immune system is incapable of working at full capacity

### Outbreak

* + - During the Coronavirus pandemic, (the disease is COVID-19) an outbreak in a residential setting is 2 or more Service Users or staff (with confirmed or possible symptoms within a 14-day period) in the home

### Bare Below the Elbows

* + - Hand hygiene is one of the most important infection prevention and control measures for COVID-

19. You must also wash your wrists and forearms, as it is possible that these may have become contaminated by COVID-19 whilst performing Service User care

* + - Your forearms should not be covered by long sleeves and should also be free of jewellery (‘bare below the elbows’) – though one plain metal ring is permitted. Your nails should be short and free of false nails

**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - Barrier care/isolation protects staff and other Service Users against infection by Service Users, particularly those with highly infectious diseases
		- Decisions to isolate Service Users must be based on a risk assessment carried out in conjunction with the relevant healthcare professionals
		- Holbeach Hospital & Nursing Home will ensure that it follows local and national guidance and seeks advice from the local Infection Control and Prevention Team
		- It is important that staff check with their manager if they are not sure what PPE to wear or how to wear it and if they do not have enough supplies

**Key Facts - People affected by the service**

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

* + - Infection control and management is a top priority for Holbeach Hospital & Nursing Home. Staff are trained to follow strict procedures to reduce any risk to you
		- Staff will explain if they need to move your room and why, during the coronavirus pandemic
		- Staff will support you with washing your hands even if they look clean
		- If you feel unwell, you must tell staff straight away so that you can get the right care

**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:

### The Royal Marsden Manual of Clinical nursing procedures - Ninth Edition: Chapter 3 Infection prevention and control

**CQC sets out next steps to support adult social care during the COVID-19 pandemic:** [https://cqc.org.uk/news/stories/cqc-sets-out-next-steps-support-adult-social-care-during-covid-19-](https://cqc.org.uk/news/stories/cqc-sets-out-next-steps-support-adult-social-care-during-covid-19-pandemic) [pandemic](https://cqc.org.uk/news/stories/cqc-sets-out-next-steps-support-adult-social-care-during-covid-19-pandemic)

**Procedure for putting on Personal Protective Equipment Please watch this video for full instructions:** <https://www.youtube.com/watch?v=-GncQ_ed-9w>

### Related policies:

* + - Personal Protective Equipment (PPE) Policy and Procedure
		- Additional policies in COVID-19 hub on QCS system

**Outstanding Practice**

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

* + - Resources are available for both staff and Service Users to access
		- Cleaning schedules are maintained and staff practices in relation to infection control are sound
		- Where outbreaks have occurred, or infections develop, procedures have been followed. Root cause analysis is undertaken to review practice and identify any learning needs or changes to practice
		- Themed audits are undertaken to review practice, ensure compliance with policy and identify any development opportunities

**Forms**

The following forms are included as part of this policy:

|  |  |  |
| --- | --- | --- |
| **Title of form** | **When would the form be used?** | **Created by** |
| Warn and Inform Poster - CC47 | Advice to visitors when an outbreak of COVID-19 is suspected/confirmed | Public Health England |
| Warn and Inform Staff and Visitors' Fact Sheet - CC47 | When there is an outbreak with the home | Public Health England |

**Outbreak of COVID-19**

# We are presently experiencing an outbreak of coronavirus (COVID-19) within the care home.

As per guidance, Holbeach Hospital & Nursing Home is not open to visitors currently, unless absolutely necessary.

Pregnant women and people with underlying medical conditions should not visit. Children will also not be able to visit at this time.

If you would like further information regarding this issue, please contact the home by telephone.

Visiting will return to normal as soon as safe and possible to do so.

Management and staff appreciate your help in this matter.

**COVID-19 Information for Staff and Visitors**

## You have been given this factsheet as you have may have close contact with someone who has tested positive for COVID-19.

As you are well now, you do not need any specific treatment or change what you are doing. However, like anybody else during this current situation, you are being asked to monitor your own health, looking out for any symptoms such as cough or fever.

**What symptoms should I be concerned about?**

You should look for any of the following symptoms:

* new continuous cough
* fever (a temperature of 37.8°C or higher)

**If you develop these symptoms, however mild, at any point:**

Stay at home for 7 days from when your symptoms have started and refer to the guidance at:

[*https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home*](http://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home)

*-guidance-for-households-with-possible-coronavirus-covid-19-infection*

**If you need to seek medical advice**

Seek prompt medical attention if your illness is worsening

* For non-urgent medical queries, contact NHS 111 online
* If you have no internet access, you should call NHS 111
* If it is an emergency and you need to call an ambulance, dial 999 and inform the call handler or operator that you have been in close contact with a confirmed case of coronavirus (COVID-19)