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| **Review Sheet** | | | |
| Last Reviewed 19 Mar '21 | |  | Last Amended Next Planned Review in 12 months, or sooner  19 Mar '21 as required. |
| Business impact |  | **CRITICAL 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 is a new policy that has been updated to reflect coronavirus being categorised as a Pandemic on 11th March. The impact of this policy was raised to critical. It must be read with the Infection Control Policy and Procedure and the Business Continuity Policy and Procedure and the Coronavirus Policy and Procedure. It outlines what actions must be taken to prepare for a pandemic. The policy contains a revised checklist within the Forms section to support preparation with a new action plan template added to capture any actions required. This policy refers to the coronavirus and as this is a changing situation, the policy and procedure will be updated if further information in relation to specific coronavirus pandemic management becomes available. The key facts have been written so that information can be shared with people who use the services and there are links to public health campaign posters and information. Additional resources have been added and the name of the coronavirus updated to reflect the renaming to COVID-19 and the streamlining of information from the Department of Health and Social Care. | | |
| Relevant legislation: | * TheParental Bereavement(Leaveand Pay) Act 2018 * The Care Act 2014 * Civil Contingencies Act 2004 * Control of Substances Hazardous to Health Regulations 2002 * Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 20 * Health and Safety at Work etc. Act 1974 * General Data Protection Regulation 2016 * Data Protection Act 2018   Author: NHS England, (2019), *Emergency Preparedness, Resilience and Response (EPRR) - Guidance and Framework*. [Online] Available from: <https://www.england.nhs.uk/ourwork/eprr/gf/>[Accessed: 13/3/2020]  Author: NHS England, (2019), *NHS Core Standards for Emergency Preparedness, Resilience and Response*. [Online] Available from: <https://www.england.nhs.uk/publication/nhs-england-core-standards-for-eprr/> [Accessed: 13/3/2020]  Author: Department of Health, (2011), *NHS Emergency Planning Guidance*. [Online] Available from: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachme](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/215643/dh_125842.pdf) [nt\_data/file/215643/dh\_125842.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/215643/dh_125842.pdf) [Accessed: 13/3/2020]  Author: Public Health England, (2020), *COVID-19: infection prevention and control guidance*. [Online] Available from: [https://www.gov.uk/government/publications/wuhan-](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/wuhan-novel-coronavirus-wn-cov-infection-prevention-and-control-guidance) [novel-coronavirus-infection-prevention-and-control/wuhan-novel-coronavirus-wn-cov-](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/wuhan-novel-coronavirus-wn-cov-infection-prevention-and-control-guidance) [infection-prevention-and-control-guidance](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/wuhan-novel-coronavirus-wn-cov-infection-prevention-and-control-guidance) [Accessed: 13/3/2020]  Author: Health and Safety Executive, (2020), *Pandemic Flu - Workplace Guidance*. [Online] Available from: <https://www.hse.gov.uk/biosafety/diseases/pandflu.htm#ref14> [Accessed: 13/3/2020] | | |
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|  | Author: Skills for Care, (2018), *Good and outstanding care*. [Online] Available from: |
|  | [https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Good-and-](https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Good-and-outstanding-care-guide.pdf) |
| Underpinning knowledge - What have we used to ensure that the policy is current: | [outstanding-care-guide.pdf](https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Good-and-outstanding-care-guide.pdf) [Accessed: 13/3/2020]  Author: Department of Health and Social Care and Public Health England, (2013), *Care homes: infection prevention and control*. [Online] Available from: [https://www.gov.uk/government/publications/infection-prevention-and-control-in-care-](https://www.gov.uk/government/publications/infection-prevention-and-control-in-care-homes-information-resource-published) [homes-information-resource-published](https://www.gov.uk/government/publications/infection-prevention-and-control-in-care-homes-information-resource-published) [Accessed: 13/3/2020]  Author: Public Health England, (2019), *Influenza-like illness (ILI): managing outbreaks*  *in care homes*. [Online] Available from: [https://www.gov.uk/government/publications/acute-respiratory-disease-managing-](https://www.gov.uk/government/publications/acute-respiratory-disease-managing-outbreaks-in-care-homes) |
|  | [outbreaks-in-care-homes](https://www.gov.uk/government/publications/acute-respiratory-disease-managing-outbreaks-in-care-homes) [Accessed: 13/3/2020] |
|  | Author: GOV.UK, (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-](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?utm_campaign=11344688_Covid19%20Guidance%2025%202%2020&amp;utm_medium=email&amp;utm_source=UKHCA&amp;dm_i=1DVI%2C6R5M8%2CVOYMR2%2CQZU5A%2C1) |
|  | [and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-](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?utm_campaign=11344688_Covid19%20Guidance%2025%202%2020&amp;utm_medium=email&amp;utm_source=UKHCA&amp;dm_i=1DVI%2C6R5M8%2CVOYMR2%2CQZU5A%2C1) |
|  | [residential-settings-on-covid-19?utm\_campaign=11344688\_Covid19%20Guidance%](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?utm_campaign=11344688_Covid19%20Guidance%2025%202%2020&amp;utm_medium=email&amp;utm_source=UKHCA&amp;dm_i=1DVI%2C6R5M8%2CVOYMR2%2CQZU5A%2C1) |
|  | [2025%202%](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?utm_campaign=11344688_Covid19%20Guidance%2025%202%2020&amp;utm_medium=email&amp;utm_source=UKHCA&amp;dm_i=1DVI%2C6R5M8%2CVOYMR2%2CQZU5A%2C1) |
|  | [2020&utm\_medium=email&utm\_source=UKHCA&dm\_i=1DVI,6R5M8,VOYMR2,QZU5A,1](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?utm_campaign=11344688_Covid19%20Guidance%2025%202%2020&amp;utm_medium=email&amp;utm_source=UKHCA&amp;dm_i=1DVI%2C6R5M8%2CVOYMR2%2CQZU5A%2C1) |
|  | [Accessed: 13/3/2020] |
|  | Author: MHRA, (2020), *Novel Coronavirus - 11th March*. [Online] Available from: |
|  | <https://www.cas.mhra.gov.uk/ViewandAcknowledgment/ViewAlert.aspx?AlertID=102994> |
|  | [Accessed: 13/3/2020] |
|  | Author: Department fo Health and Social Care, (2020), *Coronavirus (COVID-19): UK* |
|  | *government response*. [Online] Available from: [https://www.gov.uk/government/topical-](https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response) |
|  | [events/coronavirus-covid-19-uk-government-response](https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response) [Accessed: 17/3/2020] |
|  | Author: NHS, (2020), *Stay at home: guidance for people with confirmed or possible* |
|  | *coronavirus (COVID-19) infection*. [Online] Available from: |
|  | [https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection) |
|  | [home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection) |
|  | [Accessed: 13/3/2020] |
| Suggested action: |  |



**1. Purpose**

* 1. To set out how Holbeach Hospital & Nursing Home will take precautionary, proportionate and flexible arrangements for the management of response and recovery to a pandemic.
  2. To support Holbeach Hospital & Nursing Home in meeting the following Key Lines of Enquiry:

# Key Question Key Lines of Enquiry

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| --- | --- |
| 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 | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |
| WELL-LED | W3: How are the people who use the service, the public and staff engaged and involved? |
| WELL-LED | W5: How does the service work in partnership with other agencies? |

* 1. To meet the legal requirements of the regulated activities that Holbeach Hospital & Nursing Home is registered to provide:
     + TheParental Bereavement(Leaveand Pay) Act 2018
     + The Care Act 2014
     + Civil Contingencies Act 2004
     + Control of Substances Hazardous to Health Regulations 2002
     + Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
     + Health and Safety at Work etc. Act 1974
     + General Data Protection Regulation 2016
     + Data Protection Act 2018



**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
     + Local Authority
     + NHS



**3. Objectives**

* 1. To outline the contingency arrangements for Holbeach Hospital & Nursing Home to prepare for, respond to and manage the recovery from a pandemic. This policy must be read with the Business Continuity Plan, Infection Control Policy and Procedure, Clinical Waste Disposal Policy and Procedure and Outbreak Management and Barrier Nursing Policy and Procedure, Sickness Absence Policy and Procedure, and Unable to Attend Workplace Policy and Procedure and the Coronavirus Policy and Procedure.
  2. To reduce cross infection and death rates from a pandemic disease.



**4. Policy**

* 1. Holbeach Hospital & Nursing Home is committed to reducing and minimising the transition of infection. It is a requirement that each individual has the responsibility to ensure that they manage personal hygiene effectively within the principles of the Infection Control Policy and Procedure, and where there is responsibility for housekeeping, that good standards are maintained.

Holbeach Hospital & Nursing Home will ensure that staff and Service Users understand that although it is not possible to prevent the spread of the virus, steps can be taken to control/reduce the spread by:

* + - Good hand washing practices
    - Practising good personal hygiene
    - Covering the mouth and nose with a tissue while sneezing or coughing
    - Individuals must not be using cloth handkerchiefs or reusing tissues. This practice carries a risk of contaminating pockets or handbags which may then re-contaminate hands every time they go into those pockets or handbags
    - Disposing of used tissues promptly and carefully (bag and bin them). Tissues must be disposed of in domestic waste they do not require any special treatment
    - Washing hard surfaces (e.g. worktops, doorknobs) with a domestic cleaner regularly. Normal household detergent and water must be used to clean surfaces
    - Avoiding unnecessary travel
    - Avoiding crowds where possible
    - Ensuring that children follow this advice
  1. Holbeach Hospital & Nursing Home will have measures in place to respond to major incidents of any scale, including a pandemic, in a way that ensures that staff and Service Users are safe, that services experience minimal disruption and there is a speedy return to normal levels of business functioning.

In addition to this, Holbeach Hospital & Nursing Home will have business continuity and contingency plans that allow the for the safe delivery of care and support with the Service Users and staff most at

risk identified in advance. The plan at Holbeach Hospital & Nursing Home will be to ensure that measures are in place so that if swift action is required, the resources, staff and plan can be mobilised.

# Pandemic Co-ordination

The Manager and Deputy manager at Holbeach Hospital & Nursing Home will:

* + - Co-ordinate operational services to ensure business continuity and in peak of pandemic, ensure that essential core services are maintained
    - Co-ordinate the response of Holbeach Hospital & Nursing Home with CCG/LAs
    - Effectively manage virus outbreaks leading up to and including pandemic
    - Control visiting in all operational locations
    - Record regular reports regarding staffing levels to co-ordinate service provision to ensure that levels of absenteeism can be tracked and any rising trends identified quickly
    - Consider cancelling annual leave in the event of staff shortages
    - Co-ordinate the vaccination of Service Users across Holbeach Hospital & Nursing Home as directed by local GP practices where vaccinations are available
    - Put in place mechanisms to use non care staff to assist with service provision as appropriate
    - Identify strategies to manage Service User provisions, catch up and resume to normal services
    - Review effectiveness of the Pandemic Plan and revise accordingly



**5. Procedure**

# Preparedness for a Pandemic

As part of business continuity plans and to ensure that services can run as normally as possible Holbeach Hospital & Nursing Home will check and update the business continuity plan and use the checklist within this policy document as a way of checking the level of preparedness within the business.

* 1. Holbeach Hospital & Nursing Home will have measures in place to respond to major incidents of any scale, including a pandemic, in a way that ensures that staff and Service Users are safe, that services experience minimal disruption and there is a speedy return to normal levels of business functioning.

The BCP at Holbeach Hospital & Nursing Home will ensure that measures are in place should a pandemic arise so that if swift action is required, the resources, staff and plan can be mobilised.

* 1. Holbeach Hospital & Nursing Home will be guided by and will work in partnership with South Holland District Council. The Manager will be responsible for the command and control within Holbeach Hospital & Nursing Home will ensure that any action required is carried out. Mrs Maxine Winch will ensure that they understand what action is required in line with phases of a pandemic which is referred to as Detect, Assess, Treat, Escalate, Recover (DATER) Framework.

Mrs Maxine Winch will ensure that the business continuity plan is up to date and the checklist within this document has been completed and any action required is carried out.

# Staff Management

* + - Staff must report to their Line Manager if they are unable to come to work, whether ill themselves or caring for others who are ill. This will ensure that Holbeach Hospital & Nursing Home can implement contingency plans to ensure that core services are delivered, and that staff can be diverted elsewhere wherever possible depending upon need and skill provision.
    - The business continuity plan must identify staff who can work from home, those who can work elsewhere and those who have other transferable skills that may be utilised in the event of staff shortages

# Employee Health- High-risk groups

Some employees will have conditions which will put them in a high-risk group, as below. Consideration should be given to redeploying the employee wherever possible in the event of a pandemic. Some people will be at greater risk of becoming more seriously ill from a pandemic virus than others. High-risk groups are people with:

* + - Chronic lung disease
    - Chronic heart disease
    - Chronic kidney disease
    - Chronic liver disease
    - Chronic neurological disease
    - Immunosuppression (whether caused by disease or treatment)
    - Diabetes mellitus
    - People who have had drug treatment for their asthma within the past three years
    - Pregnant women
    - People aged 65 years and older
    - Young children under 5 years old

# Medicines During a Pandemic

Those who rely on medicines as part of their routine care and treatment will continue to need these medicines throughout a pandemic. Business continuity plans at Holbeach Hospital & Nursing Home must allow for possible temporary closure of some community pharmacies due to staff absences and the potential for interruptions to the global distribution supply chain for medicines.

In an emergency, pharmacists are able to provide an emergency supply of 30 days of prescription-only medicines and a 5 day supply of certain controlled drugs. This flexibility could be used during a pandemic, if the pharmacist considers that there is an immediate need for the prescription-only medicine and that it is impracticable in the circumstances to obtain a prescription without undue delay. The pharmacist is required to satisfy certain other criteria before issuing the medicine.

# Training and Support

* + - Holbeach Hospital & Nursing Home will ensure that staff are up to date with Infection Prevention & Control mandatory training
    - All of the business continuity plans will be reviewed annually which will give Holbeach Hospital & Nursing Home the opportunity to test their response to a pandemic
    - Holbeach Hospital & Nursing Home will ensure that staff have up to date information on any emerging pandemics and that Service Users have access to information that is factually correct
    - Manager and Deputy Manager will familiarise themselves with the business continuity plan and will ensure that Holbeach Hospital & Nursing Home has an [emergency pack](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/137994/Business_Continuity_Managment_Toolkit.pdf) available in the event of a pandemic

# Record Keeping

Records must be kept on all actions, logging events as they happen. It is essential that a comprehensive record is kept of all events, decisions and actions taken - in order to facilitate operational debriefing and to provide evidence for inquiries.

It is also essential that all ongoing care and support including any incidents of where care isn't provided as planned is recorded in the Service User notes. Good record keeping also allows lessons to be learnt from the response to an incident, whether or not there is a formal inquiry.

Contingency planning must include how personal sensitive data will be stored, transferred and communicated and the GDPR compliance is adhered to.

# Respiratory and Cough Hygiene

Respiratory and cough hygiene will minimise the risk of cross-transmission of respiratory illness. Service Users and staff must be encouraged to cover their nose and mouth with a disposable tissue when sneezing, coughing, wiping and blowing the nose. All used tissues must be disposed of promptly into a waste bin.

Service Users must be given the opportunity to clean their hands after coughing, sneezing, using tissues, or after contact with respiratory secretions or objects contaminated by these secretions. Staff must use good hand hygiene at all times.

# Wearing Face Masks

The Department of Health’s advice is that if a person is ill, or thinks they are ill then they should stay at

home. To help prevent spread of infection, the Department of Health recommends that people who are ill stay at home and suggests that relatives, neighbours etc. collect food, medicines etc. for them. This measure should help limit the number of symptomatic individuals in public places. Therefore, it should not be necessary for workers to wear masks routinely when in contact with the general public.

There may though be some situations when it will be advisable for a worker to wear a mask. Such a situation will depend on the nature of the work. Guidance will be provided by those managing the pandemic situation.

Pandemic Respiratory viruses spread mainly through droplets of respiratory secretions in the air, typically generated by coughing and sneezing. The viruses spread through hand/face contact with surfaces contaminated with such secretions. The novel Coronavirus (CoVID-19) is a new virus and it is not fully known yet how it spreads. Masks can provide a physical barrier, but some precautions need to be observed. They should properly cover the mouth and nose and be used in combination with good personal hygiene and are not currently required for staff or Service Users who have had no contact with high-risk groups.

# Treatment of Suspected Cases

Holbeach Hospital & Nursing Home will ensure that Staff and Service Users follow the guidance below in absence of any guidance for social care

* + - if you have symptoms of coronavirus infection (COVID-19), however mild, do not leave your home for 7 days from when your symptoms started. (See [ending isolation](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection#self-isolation) section below for more information)
    - this action will help protect others in your community while you are infectious
    - stay at least 2 metres (about 3 steps) away from other people in your home if possible
    - sleep alone, if possible
    - wash your hands regularly for 20 seconds, each time using soap and water
    - stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible
    - you do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](https://111.nhs.uk/). If you have no internet access, call NHS

111. For a medical emergency dial 999



**6. Definitions**

# Pandemic

* + - A pandemic refers to a worldwide spread of an infectious disease, with outbreaks or epidemics occurring in many countries and in most regions of the world. A pandemic results when a new virus or new virus strain emerges which is very different from previously circulating strains and is able to:
      * Infect people (rather than, or in addition to, other mammals or birds)
      * Spread from person to person
      * Cause illness in a high proportion of the people infected; and
      * Spread widely, because most people will have little or no immunity to the new virus/strain and will be susceptible to infection
    - Coronavirus was characterised as a Pandemic on March 11th 2020

# Influenza or Respiratory Pandemic Disease

* + - Outbreaks can be characterised by the sudden onset of a number of symptoms, notably fever, chills, headache, muscle pains, fatigue and usually a cough, with or without a sore throat or other respiratory symptoms. In a non-pandemic situation, most healthy people recover from these symptoms without complication after about a week, although they may be lethargic and have mild symptoms for longer
    - Complications are mainly respiratory, due to secondary bacterial infections such as middle ear infection (in children), bronchitis and pneumonia. This can lead to admission to hospital, severe illness and death. Respiratory infections may also exacerbate underlying diseases such as asthma, diabetes or coronary heart disease. Those at higher risk of more serious illness may include the very young, people aged 65 and over and patients with chronic chest, heart or kidney disease, pregnant women, persons with diabetes or reduced immunity due to other disease or treatment

# The Civil Contingencies Act 2004

* + - The Civil Contingencies Act 2004 defines an emergency as: ‘An event or a situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.’ The definition is concerned with consequences rather than the cause or source and what is a major incident to the NHS may not be a major incident for other local agencies

A major incident is any event whose impact cannot be handled within routine service arrangements. It requires the implementation of special procedures by one or more of the emergency services, the NHS, or a Local Authority to respond to it. A major incident may arise in a variety of ways:

* + - * Big Bang – a serious transport accident, explosion, or series of smaller incidents
      * Rising Tide – a developing infectious disease epidemic, or a capacity/staffing crisis
      * Cloud on the Horizon – a serious threat such as a major chemical or nuclear release developing elsewhere and needing preparatory action
      * Headline news – public or media alarm about a personal threat
      * Internal incidents – fire, breakdown of utilities, major equipment failure, hospital acquired infections
      * Deliberate release of chemical, biological or nuclear materials
      * Mass casualties
      * Pre-planned major events that require planning - demonstrations, sports fixtures, air shows

# Novel Coronavirus - COVID-19

* + - Coronaviruses are mainly transmitted by large respiratory droplets and direct or indirect contact with infected secretions. They have also been detected in blood, faeces and urine and, under certain circumstances, airborne transmission is thought to have occurred from aerosolised respiratory secretions and faecal material
    - Coronaviruses can be destroyed by a wide range of disinfectants. Personal protective equipment (PPE) and good infection prevention and control precautions are effective at minimising risk but can never eliminate it
    - As COVID-19 has only been recently identified, there is currently limited information about the precise routes of transmission. Therefore, this information is based on knowledge gained from experience in

responding to coronaviruses with significant epidemic potential such as Middle East Respiratory Syndrome Coronavirus (MERS-CoV) and Severe Acute Respiratory Syndrome Coronavirus (SARS- CoV)

* + - Coronavirus disease 2019 (COVID-19), also known as 2019-nCoV acute respiratory disease and novel coronavirus pneumonia (NCP), is a viral respiratory disease caused by the 2019 novel coronavirus

# The Detect, Assess, Treat, Escalate, Recover (DATER) Framework

* + - The UK approach uses a series of phases referred to as “DATER”: The Detect, Assess, Treat, Escalate, Recover (DATER) Framework. The World Health Organisation have advised that pandemic flu plans follow the DATER Framework. The UK approach for action in a future pandemic takes the form of five phases: DETECT, ASSESS (Evaluate), TREAT, ESCALATE and RECOVER (DATER) and incorporates indicators for moving from one phase to another. The phases are not numbered as they are not linear, and it is possible to move back and forth for jump phases. In a severe situation, it may be necessary to activate DETECT and ESCALATE at the same time, then TREAT and ESCALATE concurrently

# Emergency Pack

* + - One of the most useful actions that you can take to cope with an incident is to have prepared an “Outbreak Pack” in advance.

# Virus

* + - Viruses are very tiny germs. Viruses cause diseases such as HIV, Smallpox, COVID-19



**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - A pandemic is the worldwide spread of a new disease
    - A pandemic response requires that business continuity plans are developed to cope with the rise in the number of cases of the infection and the impact this will have on staff, Service Users, the infrastructure within the country where supplies may be disrupted such a food, fuel, medicines and transport
    - Holbeach Hospital & Nursing Home has a business continuity plan and will use a checklist to ensure preparedness for a pandemic
    - If you are healthy, you only need to wear a mask if you are taking care of a person with suspected 2019-nCoV infection. Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water. If you wear a mask, then you must know how to use it and dispose of it properly
    - Coronavirus was declared by the World Health Organisation as a pandemic on March 11th 2020



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

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

* + - Holbeach Hospital & Nursing Home has a plan in place to manage your care and support if there is a pandemic
    - You must tell Holbeach Hospital & Nursing Home if you feel unwell and you develop symptoms such as a fever, cough, sneezing, runny nose and think you may have come into contact with someone who may have been exposed to a virus like coronavirus
    - Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser if soap and water are not available. This is particularly important after taking public transport
    - Avoid touching your eyes, nose, and mouth with unwashed hands
    - If you feel unwell, stay at home
    - Cover your cough or sneeze with a tissue, then throw the tissue in a bin. Catch it, bin it, kill it is the advice from the government
    - If you are worried about your symptoms, do not go directly to your GP or other healthcare environment. There is a 111 Coronavirus Service that can give advice



**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:

# WHO advice on When and How to use Facemasks:

[https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks) [masks](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks)

**Coronavirus Public Health Campaign:** [https://www.youtube.com/watch?v=BEJHHuT9\_ig&feature=youtu.be](https://www.youtube.com/watch?v=BEJHHuT9_ig&amp;feature=youtu.be) **Coronavirus Public Information Poster:**

[https://assets.publishing.service.gov.uk/media/5e35b25740f0b609169cb52a/coronavirus-public-info-](https://assets.publishing.service.gov.uk/media/5e35b25740f0b609169cb52a/coronavirus-public-info-poster-2.pdf) [poster-2.pdf](https://assets.publishing.service.gov.uk/media/5e35b25740f0b609169cb52a/coronavirus-public-info-poster-2.pdf)

**Pandemic Flu Checklist - Cabinet Office:** [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/61986/060516flu](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61986/060516flubcpchecklist.pdf)b **Quick Guide Infection Control in Care Homes (Relevant to Domiciliary Care):** [https://www.nice.org.uk/Media/Default/About/NICE-Communities/Social-care/quick-guides/Infection% 20prevention.pdf](https://www.nice.org.uk/Media/Default/About/NICE-Communities/Social-care/quick-guides/Infection%20prevention.pdf)

# Skills for Health Infection Control E-learning Non Clinical:

[https://www.skillsplatform.org/courses/178-infection-control-prevention-non-clinical?](https://www.skillsplatform.org/courses/178-infection-control-prevention-non-clinical?_ga=2.230823127.997603160.1580916278-1207266287.1580401873)

[\_ga=2.230823127.997603160.1580916278-1207266287.1580401873](https://www.skillsplatform.org/courses/178-infection-control-prevention-non-clinical?_ga=2.230823127.997603160.1580916278-1207266287.1580401873)

# Skills for Health Infection Control E-learning Clinical:

[https://www.skillsplatform.org/courses/179-infection-control-and-prevention-clinical?](https://www.skillsplatform.org/courses/179-infection-control-and-prevention-clinical?_ga=2.201281638.997603160.1580916278-1207266287.1580401873)

[\_ga=2.201281638.997603160.1580916278-1207266287.1580401873](https://www.skillsplatform.org/courses/179-infection-control-and-prevention-clinical?_ga=2.201281638.997603160.1580916278-1207266287.1580401873)

# Infection Management E-Learning for Health and Social Care:

<https://www.e-lfh.org.uk/>



**Outstanding Practice**

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

* + - Risk assessments reflect equality and human rights legislation, as well as Service User capacity
    - Holbeach Hospital & Nursing Home has developed robust contingency plans to ensure that the service can continue to operate effectively and safely during incidents (e.g. staff emergencies, heatwaves, flood, fire or loss of services)
    - Holbeach Hospital & Nursing Home provide accessible information to people who need care and support about how to keep themselves safe and report concerns
    - Holbeach Hospital & Nursing Home involves Service Users (and/or their family/advocates) in identifying and managing risks associated with cleanliness, infection control and hygiene
    - There is a culture which encourages concerns about cleanliness, infection control and hygiene and how these can be raised and responded to
    - Managers and staff know how to escalate issues and alert appropriate agencies to help control infection and protect others using the service or in the community
    - Holbeach Hospital & Nursing Home has an infection control lead who is passionate about their role and dedicated to providing a high level of cleanliness. They keep up-to-date records detailing spot checks, cleaning rotas and hand hygiene audits. They regularly meet with the staff team to discuss a range of issues, from prevention of common seasonal viruses to good hand hygiene etc.



**Forms**

The following forms are included as part of this policy:

|  |  |  |
| --- | --- | --- |
| **Title of form** | **When would the form be used?** | **Created by** |
| Pandemic Planning Checklist - HS14 | This checklist should be used as part of business continuity planning. It is designed to support planning, thinking and business preparedness | QCS |
| Pandemic Action Plan Template  - HS14 | To support the checklist. When action needs to be taken to ensure that a robust plan is in place | QCS |

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| Task | In  Progress | Not  Started | Completed |
| Business Continuity | | | |
| Have you identified a pandemic co-ordinator/team in your business with defined roles  and responsibilities? |  |  |  |
| Have you checked if your business continuity plan is up to date and tested in the last  12 months? |  |  |  |
| Does your plan have a clear escalation process in an emergency so that your teams  always know who to contact? |  |  |  |
| Are all contact details including your workforce and their significant others up to date? |  |  |  |
| Do you know how many of your staff have dependents – children, elderly relatives? |  |  |  |
| Have you told all your staff about your business continuity plans? |  |  |  |
| Do you have up to date information from your Local Authority, your regulator, Public  Health England, Trade body e.g. NCF/ /NCA, other? |  |  |  |
| Have you worked out as part of your plan how many staff (not care) you will need to  safely run your service? |  |  |  |
| Do you know many care staff do you need to operate your service safely? |  |  |  |
| Have you thought about what will happen if other key staff are unavailable? |  |  |  |
| Have you thought about staff skills and other roles they can support with in the event  you have gaps in your workforce? |  |  |  |
| If you subcontract your workforce, what plans do your suppliers have? |  |  |  |
| What is your plan if your staffing levels drop and you cannot support your service? |  |  |  |
| Do you have a pool of staff that can cover in an emergency? |  |  |  |
| Have you checked your local commissioning plans? |  |  |  |
| Do you know who to contact if a member of staff/ Service User or relative becomes  unwell |  |  |  |
| Do you have access to signage if you have an outbreak? |  |  |  |

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| Task | In  Progress | Not  Started | Completed |
| Policies | | | |
| Has your Sickness Absence policy been communicated to staff? |  |  |  |
| In the early stages of a pandemic, do you have a plan to review annual leave requests  with a view to postponing leave during the peak of the pandemic |  |  |  |
| If you plan to postpone leave how will staff be able to take their leave when the pandemic is over?   * Buying annual leave days out after the pandemic * Allowing carry-forward of annual leave days owed * A combination of buying out and carrying forward annual leave days |  |  |  |
| Do your staff understand the Unable to Attend Workplace Policy and Procedure? |  |  |  |
| Do your staff understand your Compassionate Leave Policy and Procedure? |  |  |  |
| Do your staff understand the Parental Bereavement Leave and Pay Act which will  entitle them to 2 weeks paid leave in the event their child under18 dies (from 06/04/2020)? |  |  |  |
| Do you have a clear flexible working plan - can staff work from home, can you stagger  working hours? |  |  |  |
| Do your staff understand the Infection Control Policy and Procedure? |  |  |  |
| Is infection control training up to date and does it include handwashing techniques,  PPE, Cough Etiquette and have you highlighted the Catch It, Bin It, Kill It campaign? |  |  |  |
| Does everyone know what to do if staff become ill at work with the suspected virus?  Does your policy include mandatory paid sick leave? |  |  |  |
| Do your staff understand their role and responsibilities in the event of an unexpected  death of a Service User? |  |  |  |
| Do you have a policy that is clear and is communicated on how staff should raise  concerns and what they should do if they feel they aren’t being listened to? |  |  |  |
| Do your staff know how to escalate concerns about a Service User if they feel they  are at risk? |  |  |  |
| Do your employment contracts allow staff to be redeployed? |  |  |  |
| What is your emergency policy if you have no DBS cleared staff to provide a service? |  |  |  |
| Do you have cleaning and decontamination procedures in place? |  |  |  |
| Do your staff understand how to dispose of clinical waste? |  |  |  |
| In the event of a fuel shortage, will your plan include providing staff with money for fuel  in an emergency? |  |  |  |
| Have you reviewed your cash flow to ensure that you have a contingency budget? |  |  |  |

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| Task | In  Progress | Not  Started | Completed |
| People – Service Users | | | |
| Are your Care Plans and risk assessments up to date? |  |  |  |
| Have you got up to date information about your Service Users’ significant others? |  |  |  |
| Do you have up to date GP contact details? |  |  |  |
| Do you have procedures in place for prescription collections? |  |  |  |
| Do you have enough numbers of staff to cover your usual rotas? |  |  |  |
| Have you assessed the dependency levels of each of your Service Users to prioritise  the most at risk that will always need care? |  |  |  |
| Do you have capacity to accept more Service Users in an emergency? |  |  |  |
| Do you have reliable information you can share with Service Users in an accessible  format? |  |  |  |
| Do your Service Users understand the importance of good hand hygiene and the  Catch It, Bin It, Kill it Campaign? |  |  |  |
| Do you have enough and accessible infection control supplies (hand hygiene equipment, tissues, disposal facilities) – Do you have enough for visitors/Service  Users? |  |  |  |
| Have you anticipated any fear, rumours, anxiety and misinformation and do you have  a rapid communication strategy in place to manage this? |  |  |  |
| Do you have a definition of what an outbreak is? (confirm if it is 2 or more) |  |  |  |
| Can you isolate infected Service Users in different parts of the home if hospitalisation  is not required? |  |  |  |
| Does your plan include excluding symptomatic visitors and those with underlying  health conditions and at risk of more severe infection until no longer symptomatic? |  |  |  |
| What is your readmission plan when a Service User is being discharge from hospital? |  |  |  |
| Do you have a plan if you need to close to new admissions? |  |  |  |
| Do you have a plan for Service Users who lack capacity to ensure that they can be  cared for safely and reduce any anxiety they may have? |  |  |  |

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| Task | In  Progress | Not  Started | Completed |
| People- Your Staff | | | |
| Does your plan allow for staff absences due to personal illness, family member  illness, community containment measures and quarantines, school/business closures, public transport closures? |  |  |  |
| Do your records indicate which staff may be more at risk during a pandemic due to  illness or disability e.g. heart condition, respiratory problems, immunosuppressed? |  |  |  |
| Do you know which of your staff might be/are pregnant? |  |  |  |
| Do you have any young workers? |  |  |  |
| Do you have a plan in place to manage any anxiety or questions your workforce may  have? |  |  |  |
| Do you have a plan to support your workforce if a vaccine becomes available? |  |  |  |
| Is your workforce aware of their roles and responsibilities during a pandemic? |  |  |  |
| Do your staff know what to do if a Service User becomes unwell? |  |  |  |
| Do staff who do not currently have a DBS have skills that could be used to support  Service Users and do they need a DBS check in preparation? |  |  |  |
| Are you able to separate staff who have cared for an infected Service User from those  that have not been exposed? |  |  |  |
| Does your plan with any agency workers include checks on whether they have been  exposed to the virus? |  |  |  |
| Have you assessed the hours staff are working to make sure they comply with the  working time directives and the correct number of breaks? |  |  |  |
| Do you have any staff who will be willing to opt out of the WTD whilst ensuring  sufficient rest breaks? |  |  |  |
| Will you be able to provide transport for staff to get to your location? |  |  |  |
| Do you know how your staff travel to work? |  |  |  |
| Do you know where they live and how you will stay up to date if any infection hot spots  occur? |  |  |  |
| If you must relocate your services, what is your plan to reimburse your staff travel  costs? |  |  |  |
| Will you be able to provide accommodation for staff to stay closer to your service  during a pandemic if required? |  |  |  |
| Do you have an option to lease transport for staff if there are transport issues? |  |  |  |
| Do your staff know who to contact if they become unwell at home – 111 stay at home  and seek advice? |  |  |  |
| Are you a member of any local forums, can you buddy up with other local providers? |  |  |  |
| Do you know which of your staff may be willing to work at another location? |  |  |  |
| Do you have more than one person who holds the keys? |  |  |  |
| Do you have more than one person who is trained to administer medication? |  |  |  |
| Does your plan include provision for where any specialist clinical or support skills are required e.g. peg feeding, controlled drug administration, Service Users with  behaviour that challenges? |  |  |  |
| Do staff know how to notify the regulator and what they must notify? |  |  |  |

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| Task | In  Progress | Not  Started | Completed |
| Technology | | | |
| Do you have more than one person who is trained to manage the finances within your  service – paying invoices, payroll, petty cash? |  |  |  |
| Do you have more than one person who can access personal records (staff/Service  User)? |  |  |  |
| Do you have more than one person who can manage orders/supplies? |  |  |  |
| If you must relocate your services, how will your staff access records? |  |  |  |
| Does more than one person know how the internet and email system works and what  they should do if it goes down? |  |  |  |
| Do you use any electronic Care Planning software – does more than one person  understand how to use it? |  |  |  |
| How do you order your medication – can more than one-person order medication and  receive prescriptions including controlled drugs? |  |  |  |
| If your premises must close, how will you ensure that personal sensitive data is  protected and is secure? |  |  |  |
| Do you have a system for keeping records up to date during the pandemic? |  |  |  |
| Have you thought about how you will record any changes you have made so that you  can return to normal quickly? |  |  |  |
| Do you have good communication processes in place so that you can update staff of  changes quickly during shifts and at handover? |  |  |  |

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| Task | In  Progress | Not  Started | Completed |
| Suppliers and Partners | | | |
| Have you checked your stock levels to ensure that you have enough equipment and  supplies to manage during the pandemic waves? |  |  |  |
| Do you have a plan to be able to share best practice/resources in your local area to  improve community response efforts? |  |  |  |
| Do you know what your community pharmacy plans are? |  |  |  |
| Do you know what your local food supply plan is going to be? |  |  |  |
| Do you have access to your local authority contingency plan? |  |  |  |
| Do you have contact details for your region’s Public Health England Centre? |  |  |  |
| Have you shared your plan with your commissioners? |  |  |  |
| Have you contacted any voluntary sector organisations that may be able to help with  supplying volunteers? |  |  |  |
| Do you have named contacts at your South Holland District Council who can provide  advice? |  |  |  |
| Do you have a system in place for escalating central alerts quickly and documenting  any action required? |  |  |  |

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| **What?** | **Who?** | **When?** | **Measurables?** | **Resources?** | **Completed?** | |
| What needs to be fixed? | Who is responsible? | When must it be done by? | How will you know it is  done? | What will you need? | **Yes** | **No** |
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