

Review Sheet		
 Last Reviewed 16 Aug '21	 Last Amended 16 Aug '21	 Next Planned Review in 12 months, or sooner as required.
Business impact	 <p>These changes require action as soon as possible.</p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	<p>This policy is an overarching policy on coronavirus and must be read alongside the suite of policies and procedures in the COVID-19 Hub. It has been updated in section 5.11 in relation to which checks should be made to allow staff to come out of self-isolation. References have also been checked to ensure they remain current.</p>	
Relevant legislation:	<ul style="list-style-type: none"> • The Health Protection (Coronavirus) Regulations 2020 • Coronavirus Act 2020 • Civil Contingencies Act 2004 • Control of Substances Hazardous to Health Regulations 2002 • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015 • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) 	

<p>Underpinning knowledge - What have we used to ensure that the policy is current:</p>	<ul style="list-style-type: none"> • Author: Public Health England, (2021), <i>COVID-19: guidance on protecting people defined on medical grounds as extremely vulnerable</i>. [Online] Available from: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19 [Accessed: 16/8/2021] • Author: Public Health England, (2021), <i>COVID-19: management of staff and exposed patients or residents in health and social care settings</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings?utm_campaign=12532839_Self%20isolation%20announcement&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,7GMEF,VOYMR2,L [Accessed: 16/8/2021] • Author: Public Health England, (2021), <i>COVID-19 vaccination programme</i>. [Online] Available from: https://www.gov.uk/government/collections/covid-19-vaccination-programme [Accessed: 16/8/2021] • Author: UK Government, (2021), <i>COVID-19 Response: Summer 2021</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/covid-19-response-summer-2021 [Accessed: 16/8/2021] • Author: UK Government, (2021), <i>Overview of adult social care guidance on coronavirus (COVID-19)</i>. [Online] Available from: https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19 [Accessed: 16/8/2021] • Author: GOV.UK, (2021), <i>Working safely during coronavirus (COVID-19)</i>. [Online] Available from: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 [Accessed: 16/8/2021] • Author: ACAS, (2014), <i>Homeworking: a guide for employers and employees</i>. [Online] Available from: https://archive.acas.org.uk/media/3905/Homeworking---a-guide-for-employers-and-employees/pdf/Homeworking-a-guide-for-employers-and-employees.pdf [Accessed: 16/8/2021] • Author: GOV.UK, (2021), <i>NHS Test and Trace in the workplace</i>. [Online] Available from: https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance [Accessed: 16/8/2021] • Author: UK Government, (2021), <i>Coronavirus (COVID-19): provision of home care</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-providing-home-care/coronavirus-covid-19-provision-of-home-care?utm_campaign=11563480_Government%20guidance%20digest%202020520&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6VUFS,VOYMR2,RN4AP,protective-equipment-ppe [Accessed: 16/8/2021] • Author: Public Health England, (2021), <i>COVID-19: guidance for households with possible coronavirus infection</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance [Accessed: 16/8/2021] • Author: Public Health England, (2021), <i>COVID-19: infection prevention and control (IPC)</i>. [Online] Available from: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control [Accessed: 16/8/2021] • Author: GOV.UK, (2021), <i>Coronavirus (COVID-19) - How to stay safe and help prevent the spread</i>. [Online] Available from: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do [Accessed: 16/8/2021]
<p>Suggested action:</p>	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App
<p>Equality Impact Assessment:</p>	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>



1. Purpose

1.1 To ensure that The Right Home Care Team Ltd remains up to date and is able to respond in the event of a member of staff, Service User or contact, contracting the virus, Coronavirus, which results in the disease COVID-19 and the effects as this can often lead to long COVID and other health implications.

1.2 To support The Right Home Care Team Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {The Right Home Care Team Ltd} is registered to provide:

- | The Health Protection (Coronavirus) Regulations 2020
- | Coronavirus Act 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Management of Health and Safety at Work Regulations 1999
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff
- | Senior Management

2.2 The following Service Users may be affected by this policy:

- | Service Users
- | Visitors

2.3 The following stakeholders may be affected by this policy:

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



3. Objectives

- 3.1** To ensure that safe, effective procedures are in place with staff and Service Users having information in an accessible format.
- 3.2** As the spread of the virus is resulting in response requirements changing very frequently, The Right Home Care Team Ltd will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.



4. Policy

- 4.1** The Right Home Care Team Ltd recognises that the outbreak of coronavirus, SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 and COVID-19 variants, is a fast-moving situation. As care providers, ensuring robust infection control and business continuity plans form part of preparing business at The Right Home Care Team Ltd for any events that can cause disruption to the normal business.
- 4.2** The Right Home Care Team Ltd will ensure that staff are aware and understand the importance of pandemic preparedness, and will carry out preparations to manage the impact of the virus by following the checklist in HS13 - Pandemic Policy and Procedure at The Right Home Care Team Ltd. The Right Home Care Team Ltd understands that business continuity planning involves all aspects of the business and to be effective The Right Home Care Team Ltd must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.
- 4.3** The Right Home Care Team Ltd understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support Service Users with this too. The Right Home Care Team Ltd will ensure that staff have access to reliable information to reduce anxiety and dispel any myths and inaccurate information that may cause worry or distress to staff, Service Users or the wider public.
- 4.4** The Right Home Care Team Ltd will ensure that this policy is read alongside other policies in the QCS COVID-19 Hub and the additional guidance material in the Resource Centre.
- 4.5** The Right Home Care Team Ltd will ensure that a suitable and sufficient risk assessment of the COVID-19 transmission risks is in place. Staff can refer to HR04 - Risk Assessment Policy and Procedure and the suite of risk assessments on the QCS Management System for more information.



5. Procedure

5.1 Pandemic Policy

The Right Home Care Team Ltd recognises that the World Health Organisation (WHO) declared COVID-19 a pandemic on 11 March 2020. The Right Home Care Team Ltd will ensure that it reviews HS13 - Pandemic Policy and Procedure. It will review the Pandemic Planning Checklist to ensure that the business is prepared for any further waves of the pandemic, ensure that robust business continuity plans are in place and that any lessons learned from earlier in the year are reflected.

5.2 Reducing the Risk of Contracting or Spreading the Virus

The Right Home Care Team Ltd will ensure that staff, when not at work, follow the WHO guidance and [government guidance](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support Service Users to follow the Government's requirements and remind them that failure to follow this can result in a fine. Government guidance changes rapidly and The Right Home Care Team Ltd will ensure it keeps up to date with any changes.

Staff can also refer to the suite of COVID-19 policies and procedure at The Right Home Care Team Ltd including CC34 - Infection Control Policy and Procedure and HS11 - Personal Protective Equipment (PPE) Policy and Procedure.

5.3 Handwashing

Staff must wash their hands:

- | Before leaving home
- | On arrival at work
- | After using the toilet
- | Before putting on or removing personal protective equipment (PPE)
- | After touching pets
- | After breaks and sporting activities
- | Before food preparation
- | After using public transport
- | Before eating any food, including snacks
- | Before leaving work
- | On arrival at home

5.4 Shielding At-Risk Groups

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

The Right Home Care Team Ltd will need to ensure that any additional guidance for vulnerable individuals is followed in line with [national guidance](#).

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 must be taken to mitigate any risks resulting from staff moving to other areas in line with [national guidance](#).

The Right Home Care Team Ltd will, as part of pandemic preparedness, assess whether any staff need additional training, support or require a DBS check.

Contact between staff must also be reduced where possible, The Right Home Care Team Ltd will ensure that:

- | Team meetings and handovers are held remotely where possible
- | Times of entry to collect equipment from The Right Home Care Team Ltd are staggered for staff (clutter must also be kept to a minimum within community bases and hard surfaces should be regularly cleaned)
- | There is a high level of support and a focus on staff health and wellbeing during this unprecedented time

- | Teams and individuals should have remote access to regular supervision
- | Remote, secure sharing of information relating to care between agencies can be supported by signing up to [NHSmial](#), or another secure email system, where they are applicable to The Right Home Care Team Ltd

5.6 Actions if a Service User Meets the Criteria and Displays Symptoms

If a Service User receiving care and support has symptoms of COVID-19, they should be supported to follow [NHS guidance](#) by completing a test and being advised to stay at home until the results are received. NHS 111 should be contacted if they are worried about their symptoms.

Care Workers should report suspected cases of COVID-19 to TBC. The Right Home Care Team Ltd will work with community partners, commissioners and the Service User to review and impact on their care needs.

Suspected cases of COVID-19 must be reported in CQC's 'Update CQC on the impact of COVID' online form.

5.7 Actions if a Service User Does Not have Symptoms but is Part of a Household that is Isolating

Where there is a symptomatic member within the household, and if the Service User being cared for and their Care Worker can remain at a safe protected distance, then Care can be provided without additional precaution. This would apply, for example, where the symptomatic family member can remain in their own room, is using separate bathroom facilities and is observing robust isolation procedures, and staying 2 metres away from other family members. Guidance for those under household isolation can be found [here](#). Staff must follow the infection control and PPE requirements for the Care they are providing.

Where this is not possible, and this will vary on a case-by-case basis, the same procedures should be adopted as if the Service User being cared for did have symptoms of COVID-19 (see above). Care should continue to be taken to limit contact with any household member that has symptoms. PPE procedures must also be followed as per HS11 - Personal Protective Equipment (PPE) Policy and Procedure at The Right Home Care Team Ltd.

5.8 Action if the Service User is Required to Self-Isolate

Where the Service User is the one who is required to self-isolate and the Care required is essential, then Care from The Right Home Care Team Ltd must continue in line with the correct infection control and PPE practices. Staff must be informed that the Service User is self-isolating and undertake the necessary precautions as if they were COVID-19 positive. The Service User's Care Plan must also be updated to reflect any changes in their Care.

Staff must refer to HS11 - Personal Protective Equipment (PPE) Policy and Procedure and for further information on the practices to follow.

5.9 Supporting Hospital Discharge

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

In particular, have procedures, support networks and systems in place to manage the effects of long COVID in a community setting.

5.10 Action if a Member of Staff Reports Symptoms

- | The Right Home Care Team Ltd will ensure that the member of staff self-isolates in line with current guidance for social care staff
- | The Right Home Care Team Ltd must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | The Right Home Care Team Ltd should follow their PA07 - 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
- | The Right Home Care Team Ltd will need to put into action the business continuity plan and liaise with Derbyshire County Council and the CQC if there are concerns about staffing
- | Follow CC98 - COVID-19 Testing Policy and Procedure at The Right Home Care Team Ltd and the Government's advice on their [website](#)

5.11 Action if a Member of Staff has Contact with Someone who has COVID-19 and needs to Self-Isolate

Where staff are informed that they have been in contact with someone who has tested positive for COVID-19, they are not required to self-isolate if they are fully vaccinated. Where they are required to work in the 10 days following their last contact with the COVID-19 positive case, they must inform TBC immediately.

In order to return to work the staff member must be:

- | Fully vaccinated and it has been more than 14 days since their second dose
- | Remain free of COVID-19 symptoms
- | Have a negative PCR test before coming out of self-isolation
- | Where they have tested positive in the last 90 days, they should not have a PCR test but undertake daily LFD antigen tests
- | Undertake daily negative LFD antigen tests
- | Comply with all infection control and PPE precautions in place
- | If they work with highly vulnerable Service Users they must be redeployed for the 10 day self-isolation period

Where staff do not meet these criteria, they must self-isolate in line with [stay at home](#) guidance. Those members of staff who are unvaccinated or partially vaccinated must self-isolate as advised unless exempt. Exemptions can include the staff member being unable to be vaccinated due to medical reasons or taking part in clinical trials.

Full details of the guidance can be found [here](#).

5.12 Isolation Notes Online

[Isolation notes](#) will provide employees of The Right Home Care Team Ltd with evidence for The Right Home Care Team Ltd 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 7 days off work, employees can self-certify so they do not need any evidence for The Right Home Care Team Ltd. After that, The Right Home Care Team Ltd may ask for evidence of sickness absence. Where this is related to having symptoms of coronavirus or living with someone who has symptoms, the isolation note can be used to provide evidence of the advice to self-isolate.

For staff who have returned from overseas and are required to self-isolate due to quarantine requirements and they have no symptoms, The Right Home Care Team Ltd must refer to PA07 - Sickness Absence Policy and Procedure.

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

The Right Home Care Team Ltd will follow Public Health England [guidance on cleaning](#). An additional cleaning schedule must be in place that includes but is not limited to:

- | All surfaces and objects which are visibly contaminated with body fluids
- | All potentially contaminated high-contact areas such as toilets, door handles, telephones
- | Clothing and linen used by the person should be set aside pending assessment of the person by a healthcare professional

5.14 Waste Disposal

The Right Home Care Team Ltd must follow the [government guidelines](#) on waste disposal and must be aware of any changes required due to local guidance.

5.15 Working from Home

Where staff at The Right Home Care Team Ltd are able to work from home, and The Right Home Care Team Ltd has agreed to the arrangement The Right Home Care Team Ltd will ensure that PC19 - Home Working Policy and Procedure is followed.

The Right Home Care Team Ltd will investigate mechanisms to communicate effectively with staff who work from home, and may include software such as Microsoft [Teams](#) or Zoom, which support video conferencing and calls over Wi-Fi.

5.16 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. The Right Home Care Team Ltd will monitor the changing situation. All Service Users should adhere to the government guidance on [what we need to do](#) in relation to the coronavirus pandemic, including in relation to visitors.

The Right Home Care Team Ltd will display information posters and advise anyone that is unwell to stay away. There should be no unnecessary visiting to the premises of The Right Home Care Team Ltd. Where there are visitors to the premises of The Right Home Care Team Ltd, names and contact phone numbers will be documented should contact tracing be required.

Where restrictions on visitors are made, The Right Home Care Team Ltd will ensure that risk assessments are in place, best interest decisions are recorded and the least restrictive options are taken and in human rights terms, this factors in the services and support supplied to Service Users by their visitors. The Right Home Care Team Ltd will review any Service Users who have lasting powers of attorney in place and ensure that any advance decisions are recorded.

5.17 Confidentiality

The Right Home Care Team Ltd will follow confidentiality and data protection policies and procedures to ensure that the details of staff involved in caring for Service Users with suspected or confirmed COVID-19 are kept confidential. Employees must also respect each other's confidentiality and take care not to inadvertently share information when using social media.

Where staff are suspected or confirmed to have contracted COVID-19, their personal details must be treated as confidential, as they would be for any other The Right Home Care Team Ltd Service User.

5.18 Supporting the NHS Test and Trace Service

Staff from [NHS Test and Trace](#) or other public health professionals may contact The Right Home Care Team Ltd if a member of their staff or a Service User has tested positive for coronavirus in order to alert those who have been in close contact with them.

The Right Home Care Team Ltd will assist NHS Test and Trace by ensuring that robust records are kept of all Care Workers and Service Users in line with AB19 - Record Keeping Policy and Procedure at The Right Home Care Team Ltd.

Records are not required to be duplicated but information will be provided upon request and be sufficiently detailed to effectively support NHS Test and Trace in a timely manner. TBC will ensure that this information is available at short notice if required by NHS Test and Trace and may include a request for:

- | The name and telephone number of a Care Worker
- | The dates and times that a Care Worker was at work
- | A log of the Care Worker's visits to Service Users receiving care for the previous 21 days. This should include, where possible, arrival and departure times of their visit, as well as a record of the name and residence of any Service User(s) they provided care to
- | The name and telephone number of the Service User and/or the Service User's representative
- | The names and telephone numbers of other Care Workers when working in close proximity (for example, during a 'double up' visit)

NHS Test and Trace will ask for these records only where it is necessary. Reports to NHS Test and Trace must not contain data that goes beyond what is requested. All collected data must comply with the UK General Data Protection Regulation (UK GDPR) and must not be kept for longer than is necessary. The Right Home Care Team Ltd will make staff and Service Users aware that their contact information may now also be shared with NHS Test and Trace.

Any records or reports produced specifically for NHS Test and Trace should only be held for 21 days. After 21 days, this information must be securely disposed of or deleted as per AB61 - Archiving, Disposal and Storing of Records Policy and Procedure at The Right Home Care Team Ltd.

5.19 Mass Testing and Vaccinations

The Right Home Care Team Ltd will seek to ensure that all Care staff, alongside Service Users, will be supported to follow GOV.UK guidance and requirements on any mass testing projects rolled out in response to spikes across the regions, to control further spread.

As a response to the roll out of vaccines, which started in December 2020, The Right Home Care Team Ltd will encourage all Care staff alongside Service Users to participate in the planned vaccination programme and, when called by the NHS, should seek to follow any direct guidance given. Further guidance can be found in CC177 - Staff Vaccination and Immunisation Policy and Procedure and CC97 - Service User Vaccines and Immunisation Policy and Procedure.

5.20 Long COVID

The Right Home Care Team Ltd recognises that as well as coronavirus, Service Users and staff may also be affected by the long term effects of coronavirus, known as 'Long COVID'. Symptoms of long COVID include:

- | Extreme tiredness (fatigue)
- | Shortness of breath
- | Chest pain or tightness
- | Problems with memory and concentration ("brain fog")

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

Where staff or Service Users present with symptoms of long COVID and are worried 4 or more weeks after having coronavirus, they should contact their GP or be supported to, where this is part of the Service User's Care Plan. In the event of an emergency 999 or 111, where appropriate, should be contacted. Support can be provided to manage and monitor symptoms at home or specialist support may be required. Where this affects the Care being provided to a Service User a Care Plan review will be undertaken and staff informed of any Care changes.

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



6. Definitions

6.1 Pandemic

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

6.2 World Health Organisation

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

6.3 COVID-19

- | Novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China. The virus was named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19
- | A new variant of the disease, **VOC-202012/01**, was discovered in October 2020 and is known to spread more quickly than SARS-CoV-2. Further variants have also been found
- | The three most common symptoms of COVID-19 include:
 - | A fever (37.8 degrees Celsius)
 - | A new/persistent cough
 - | A loss or change in the sense of smell or taste

Everyone is different and may suffer from other symptoms including a sore throat, runny nose, muscle aches, chills etc.

- | The virus causing COVID-19 is spread through close contact between people, typically where they are within 1 metre of each other. A person can become infected when aerosols or droplets containing the virus are inhaled or come directly into contact with the eyes, mouth or nose

6.4 Outbreak

- | A disease outbreak is the occurrence of disease cases in excess of normal expectancy. The number of cases varies according to the disease-causing agent, and the size and type of previous and existing exposure to the agent

6.5 The Health Protection (Coronavirus) Regulations 2020

- | The Health Protection (Coronavirus) Regulations 2020 was put in place with immediate effect on 25th February to impose restrictions on any individual considered by health professionals to be at risk of spreading the virus
- | The regulations apply to any individuals seeking to leave supported isolation before the current quarantine period is complete. It will also apply to future cases during the current coronavirus incident where an individual who may be infected or contaminated could present a risk to public health

6.6 Social Distancing

- | Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19)
- | Examples of social distancing include keeping a physical distance from other people who are not from your household (between one and two metres), working from home where possible, reducing the number of in-person meetings and working remotely where possible

6.7 Health and Social Care Key Workers

- | This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment

6.8 Public Health England (PHE)

- | On 18 August 2020 it was announced that Public Health England was to be replaced by the UK Health Security Agency (UKHSA), a new agency created to deal with the threat of infectious diseases by combining PHE with the Joint Biosecurity Centre and NHS Test and Trace. The new agency was formalised from Spring 2021. PHE is currently responsible for:
 - | Making the public healthier and reducing differences between the health of different groups by

promoting healthier lifestyles, advising government and supporting action by local government, the NHS and the public

- | Protecting the nation from public health hazards
- | Preparing for and responding to public health emergencies
- | Improving the health of the whole population by sharing our information and expertise, and identifying and preparing for future public health challenges
- | Supporting local authorities and the NHS to plan and provide health and social care services such as immunisation and screening programmes, and to develop the public health system and its specialist workforce
- | Researching, collecting and analysing data to improve understanding of public health challenges, and come up with answers to public health problems

6.9 Long COVID

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



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Wash your hands often, with soap and water, or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport
- | The Right Home Care Team Ltd must make sure they have the facts about the new coronavirus or the disease COVID-19 from a reliable source. Public Health England and the Department of Health and Social Care are two examples
- | The Right Home Care Team Ltd must have an up-to-date business continuity plan in place. HS13 - Pandemic Policy and Procedure has a checklist to help plan for an outbreak of a disease like COVID-19. It is important that this is updated to help prepare for further waves of coronavirus
- | It is important that Service Users are made aware of how they can help limit the spread of COVID-19 and that they understand the signs and symptoms of the disease
- | The Right Home Care Team Ltd will need to work closely with Derbyshire County Council, health providers, suppliers and other agencies to ensure that there is continuity and consistency of care



Key Facts - People affected by the service

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

- | A coronavirus is a type of virus. Coronaviruses are common across the world. Typical symptoms of coronavirus include fever, a cough and a loss or change in your sense of smell or taste, that may progress to severe pneumonia causing shortness of breath and breathing difficulties. This new virus is called Coronavirus. The disease it causes is called COVID-19
- | It is ok to feel worried or anxious. The Right Home Care Team Ltd has plans in place to make sure you will get the Care that you need
- | Although vaccinations are being rolled out, you must still wash your hands regularly with soap and water which will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands



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:

Refer to the suite of policies and procedures at The Right Home Care Team Ltd, including:

- | Home Working Policy and Procedure
- | Personal Protective Equipment (PPE) Policy and Procedure
- | Infection Control Policy and Procedure
- | Pandemic Policy and Procedure
- | Sickness Absence Policy and Procedure
- | COVID-19 Testing Policy and Procedure
- | Admissions During COVID-19 Policy and Procedure
- | Assessing and Reducing Risk to Workforce (COVID-19) Policy and Procedure

WHO - Hand Hygiene: Why, How & When?

https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf

Public Health England Posters:

<https://campaignresources.phe.gov.uk/resources/search?utf8=%E2%9C%93&query=COVID-19>

GOV.UK - COVID-19 Vaccination: A Guide for Social Care Staff:

<https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff/covid-19-vaccination-a-guide-for-social-care-staff?fbclid=IwAR1ILFGLjdUEbqtd0BvfpGaF8r0Jn3D6IFIWgO2CIEbcpwVu2IRZBfd5POE>

GOV.UK - COVID-19 Vaccination: Consent Form and Letter for Social Care Staff:

https://www.gov.uk/government/publications/covid-19-vaccination-consent-form-and-letter-for-social-care-staff?utm_source=16568bbe-3bda-40e5-ac2e-bdaed78316f1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate&fbclid=IwAR3V2Tw7ynZjL4QDMZg3y5UM1MiT-nCoflVzk5d5x76ttwa162FpiXgALY

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

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

British Heart Foundation - Long COVID: The Symptoms and Tips for Recovery:

<https://www.bhf.org.uk/informationsupport/heart-matters-magazine/news/coronavirus-and-your-health/long-covid>



Outstanding Practice

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

- | The Right Home Care Team Ltd has robust infection control policies and procedures in place and staff understand the importance of good hand hygiene, how to use personal protective equipment appropriately and they share their knowledge with Service Users appropriately
- | Staff have accurate and up-to-date information and The Right Home Care Team Ltd is able to respond quickly and safely to a fast-changing situation
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | The Right Home Care Team Ltd has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are



Forms

Currently there is no form attached to this policy.