

**Evolve Care Group**

**COVID-19 Active Defence Measures**

**COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus**

We are aware that people who have a compromised immune system are at an increased risk of serious health problems if they contract the virus.

We are asking you to be honest, open and aware in your actions when visiting the home.

**It is critical that the below measures are read, understood and followed in order not to place our family members and your loved ones at risk.**

**The following bullet points apply to everyone.**

**Please do not enter the home if:**

- You have entered any of the countries that are classed as at risk.
- You have been in contact with someone who has visited a high-risk country, even if you don't feel unwell.
- You are feeling ill and have a virus; high temperature, dry cough, shortness of breath – **if this is the case you will be required to self-isolate and not enter the home for two weeks.**
- You are only permitted to enter through the front door where there is a handwash station.

**Risk Ratings**

**We have developed a red, amber and green system.**

Status of Home	Measures Implemented	Risk Level
<b>Red</b>	<b>No access</b>	<b>High/Danger</b>
<b>Amber 2<sup>nd</sup> Phase</b>	<b>All non-essential visitors will be restricted to the home until further notice</b>	<b>Medium +</b>
<b>Amber</b>	<b>Access restricted through implementation of safe measures</b>	<b>Medium</b>
<b>Green</b>	<b>Free, unrestricted access</b>	<b>Low</b>

**As of the 12/03/2020 all homes in England are now in the 2<sup>nd</sup> PHASE of AMBER ALERT**

**As of the 12/03/2020 all homes in Wales are now on RED ALERT**



Status of Home	Measures Implemented	Risk Level
Green	Free, unrestricted access	Low

This status will be implemented when the epidemic is declared over, and the spread and risk of the disease is back within acceptable range.

Free, unrestricted access and movement in the homes will be re-introduced based on the level of risk, as described above, and following national guidance and assurance being released into the public domain.

Status of Home	Measures Implemented	Risk Level
Amber	Access restricted through implementation of safe measures	Medium

**AMBER ALERT Precautions**

**Insistence that everyone who visits the home (including staff members):**

- To enter the home only through the main door where there is a portable handwashing sink. If the handwashing sink is not in place you will be guided to the nearest handwashing facilities.

**Why? Handwashing is the most effective measure in preventing the spread of this virus.**

- Avoid shaking hands wherever possible – use eye contact and a big smile! We can still make people feel welcome and loved by our body language and tone of voice.
- Catch a cough or sneeze in a disposable tissue (please note tissues are available by the signing in book). Please ensure you take a tissue when you enter the home even if you don't have a cold, a sneeze or a cough can creep up on any of us.

**Why? COVID-19 is spread through droplets; by following good respiratory guidance we can reduce the spread of the virus.**

- Avoid touching door handles and rails.
- Wash your hands thoroughly at the handwash station when you come in and after you have sneezed, coughed or visited the bathroom.
- Avoid touching your eyes, nose and mouth with your hands

**Why? From these points of entry, the virus can enter your body and can make you sick.**

**Cleaning Routines**

The cleaning in the homes in high risk areas **increased to twice daily.**

This means:

- All toilet and bathroom facilities to be **cleaned twice a day.**
- All handrails and door handles will be wiped down using disposable cloths and a recognised cleaning product **twice a day.**

Status of Home	Measures Implemented	Risk Level
Amber	Access restricted through implementation of safe measures	Medium

### Movement of Staff and Visitors

All staff will be asked to email the HR department and report if they have returned or are planning to travel to a **HIGH-RISK** area as issued by the Department of Health.

- Any member of staff that has returned from a **HIGH-RISK** area will be informed they are not able to return to work for two weeks, even if they are symptom free.
- The same questions will be posed to every visitor, professional or friend that visits the home – if they have returned from a **HIGH-RISK** area then we will be requesting the Home Manager is informed immediately and visits will be restricted to the home for two weeks, even if symptom free.

Status of Home	Measures Implemented	Riske Level
Amber	Access restricted through implementation of safe measures	Medium

### Staff Training

A significant amount of time and investment is dedicated to staff development. The normal arrangements for training are for multiple homes to gather at a venue in Bristol.

- Whilst on **AMBER** alert all training will be **STOPPED** at Bristol, this is in order to reduce the level of contact from different homes.
- Where possible, training will be rearranged in venues that do not involve any contact with family members and the contact between the homes can be reduced. This will enable us to continue our training programme but prevent large teams of staff coming together. If necessary, however, the mandatory training programme will be suspended.
- The only training that will take place will be for the Care Practitioners.

The reason for this decision is:

- ✚ The likelihood of Care Practitioners taking a more active clinical role in the home is likely to be increased if we have registered nurses going off sick. Therefore, it is essential that their understanding, assessment and management of risk remains high and continues to develop. By this programme continuing we are also able to limit the use of agency nurses in the homes. It is more difficult to trace the movement of agency nurses outside the hours worked at our homes.

### Outside Entertainment and Plans

- All arranged entertainment will be cancelled whilst the home is on AMBER alert.

### Updates and Alerts

- Information to staff, professionals, families and friends will be issued on a weekly basis.

Status of Home	Measures Implemented	Risk Level
Amber 2 <sup>nd</sup> Phase	All non-essential visitors will be restricted to the home until further notice	Medium +

**All non-essential visitors will be restricted to the home until further notice.**

**What does this mean?**

1. Relatives and friends will be kindly requested **NOT** to visit the home unless necessary.
2. **Where visits to the home are essential, restricted visiting hours of 16:00 and 18:00 will be implemented.**
3. All door codes to the homes will be changed and they will not be shared with anyone except staff.
4. A member of staff will answer the door upon arrival.
5. Following the visiting times all door handles and handrails will be wiped down - this is in addition to the increased cleaning in the home.
6. Visitors will be asked to ring the home before arrival as the situation at this point within the home could change daily, if not more frequently.
7. Delivery services: food deliveries, medical supplies and pharmacy items delivered by outside personnel will **NOT** be granted access past the front door.
8. Planned visits will continue to occur for health care professionals to ensure all of our family members receive timely access to medical attention as required.
9. Random temperature checks will be implemented for staff [1 out of every 4 staff will be screened].
10. All visitors and professionals will be screened on arrival

**Any staff member, visitor or professional that has a temperature of, or above, 37.5 will NOT be allowed access to the home.**

Status of Home	Measures Implemented	Risk Level
Amber 2 <sup>nd</sup> Phase	All non-essential visitors will be restricted to the home until further notice	Medium +

**Key Considerations**

**End of Life Care**

If we have family members that are approaching the end of their life, we will work with individual families to ensure time is not restricted.

**Emotional Connections**

As a care group we place a significant emphasis on the emotional connections and time spent with people.

The decision to move into Amber 2<sup>nd</sup> Phase would not be taken lightly.

We will have access to Skype and smart phones to enable video calls to take place as a way of being able to make a connection and have a level of reassurance.

If we identify an emotional risk to anyone living in the home owing to the restricted visiting hours actions will be taken. This will be assessed on an individual basis.

The direction is to prevent harm, this includes the risk of emotional harm, however, the physical safety of people living with us and the staff providing care and support will be prioritised.

**Medical Appointments outside of the Care Home**

When in this phase of alert, we cannot guarantee family members will be able to attend non-urgent appointments. The ability to attend will be assessed on the day of the appointment.

There is a strong possibility that NHS non urgent appointments will be cancelled over the coming days and weeks

If appointments have to be cancelled the home will contact the department/area of appointment and inform the person and their family/NOK.

Status of Home	Measures Implemented	Risk Level
<b>Amber 2<sup>nd</sup> Phase</b>	<b>All non-essential visitors will be restricted to the home until further notice</b>	<b>Medium +</b>

**Admissions to the Home**

Admissions will continue to take place however the following measures will be implemented with immediate effect.

Admissions will be refused if:

1. If the person is being discharged from a place where there is an active case of COVID-19 or active testing is being undertaken.
2. The person is displaying any symptoms of COVID-19.
3. Is awaiting results of testing for COVID-19.
4. If any of their family/friends/next of kin are currently being tested for COVID-19 and there has been recent contact.
5. If there has been contact within the last 7 days with any family/friends/next of kin from high risk areas as listed on the government website.
6. Has a temperature on arrival to the home – each new admission will be screened on arrival.
7. Admission will be refused from a care home, home address or hospital if the person has a recorded temperature on the morning of admission.

**Our Arranging Support team will be asking and informing Social Workers, placing professionals and NOK of the above guidelines at this stage.**

It will be a requirement of the Arranging Support team and the manager completing the assessment to have asked the questions and evidenced on the preadmission assessment.

**Please note point 6 and 7 can not be assessed until the day of admission.**

Status of Home	Measures Implemented	Risk Level
Amber 2 <sup>nd</sup> Phase	All non-essential visitors will be restricted to the home until further notice.	Medium +

**Show Arouns Pre-Admission**

**Only one visitor will be taken into the home when the precautions below have been completed satisfactory.**

If a family/friend/next of kin arrives at the home for a show round, then the following precautions will be undertaken at home level.

**The following questions are to be asked:**

- Is the visitor displaying any symptoms of COVID-19?
- Are they awaiting results of testing for COVID-19?
- Are any of their family/friends/NOK are currently being tested for COVID-19 and/or has there been recent contact?
- Has there been any contact within the last 7 days with any family/friends from high risk areas as listed on the government website?

**If any of the questions are answered yes, the show around will not go ahead.**

If the questions are all answered no, then the following steps will be taken before entering the home

- COVID-19 guidance to be shared.
- The visitor must wash their hands for a minimum of 20 seconds.
- Their temperature must be screened, and their name and contact details recorded on the temperature monitoring sheet. **If they have a recorded temperature of 37.5 or above, they cannot enter the home.**

**Time in the home will be kept to a minimum.**

Status of Home	Measures Implemented	Risk Level
Amber 2 <sup>nd</sup> Phase	All non-essential visitors will be restricted to the home until further notice	Medium +

### Staff Interviews

In the event of staff becoming unwell and the increased screening we are likely to find ourselves in the position of requiring a wide staff group. Therefore, interviews will continue as planned, however the following restrictions would be implemented with immediate effect.

1. Pre interview questions will include the following: it will be a requirement to note these on the pre interview form:
  - The candidate is displaying any symptoms of COVID-19.
  - Is awaiting results of testing for COVID-19.
  - If any of their family/friends are currently being tested for COVID-19 and there has been recent contact.
  - If there has been contact within the last 7 days with any family/friend from high risk areas as listed on the government website

**If any of the above questions are answered yes; then an interview will not be completed at the home and the application placed on hold until further notice.**

2. Each candidate will be screened on arrival, their temperature recorded on the monitoring sheets issued
3. The show rounds in the homes will not be undertaken, candidates will be shown pictures of the home and the reason why explained.
4. If the candidate progresses through the interview process and completes the required employment checks, the questions in section 1) will be asked again and temperature screening completed on the morning of Induction.

### Staff Training

All mandatory staff training will be suspended when in AMBER ALERT 2<sup>nd</sup> phase except for the Care Practitioner training [the rationale for why is explained in the AMBER ALERT status section, under Staff Training].

Status of Home	Measures Implemented	Risk Level
Amber 2 <sup>nd</sup> Phase	All non-essential visitors will be restricted to the home until further notice	Medium +

### Deprivation of Liberty Safeguards

Having a restricted visiting policy is depriving people of their freedom to have time with important people; those that they love and care about.

If a home is in this ALERT stage, then the Deprivation of Liberty Safeguarding team will be contacted, and all guidance shared.

The Care Quality Commission [CQC] would be made aware of the precautions outlined above.

The Care Inspectorate Wales [CIW] would be made aware of the precautions outlined above.

Alerts to the local authorities and statutory bodies outlined above would be made as soon as is practicable.

### District Nursing Services – Nursing Homes Only

From this point in the ALERT RAG (red, amber, green) rating status, the local District Nursing teams will be contacted, and we will be requesting that we manage the nursing needs of all people living in the home. This is in order to further reduce the flow of professionals into the home and the subsequent risk.

### Community Access

#### Community access is significantly restricted when in AMBER ALERT 2<sup>nd</sup> PHASE

This means people living in the home cannot access community events and/or functions. For example, the restrictions include the following places

- Pubs
- Café
- Churches
- Sporting events
- Markets – including outside events
- Restaurants
- Shopping centres
- Local Shops
- Cinema’s
- Amusement premises

This restriction applies to every family member regardless of their capacity. The risk of the virus being contracted from community events and then being brought back into the home is too high

Relatives and friends are welcome to support their relative/loved one to walk the grounds or the surrounding fields/country lanes. This reduces the likelihood of contact with member of the public and crowds of people to as low as is practicable. Staff in the home will aim to ensure people can benefit from free outside space. This will of course be dictated by staffing levels at the time

Status of Home	Measures Implemented	Risk Level
Red	No access	High/Critical

**Why would a RED ALERT be issued to the home?**

A red alert will be issued in the following circumstances:

- ✚ A member of staff discloses they are being tested.
- ✚ A family member living at the home is being tested and supported to self-isolate.
- ✚ A relative, friend or visiting professional discloses they are being tested.
- ✚ Any person living, working or visiting the home is tested positive for COVID-19.
- ✚ The local agencies halt access through their front doors i.e. GP surgeries, primary care groups.

**If the government issue a mandatory closed-door policy to all care homes, then this will move us immediately into RED ALERT status even in the absence of the points outlined above.**

If our home is raised to **RED ALERT**, we will contact all families, professionals, visitors and new admissions and close the doors for the safety of the people we support. Please be aware the doors will close immediately if we move into RED ALERT status.

**If the home is raised to RED ALERT, the following precautions will be undertaken in addition to measures outlined above.**

- All staff temperatures screened daily and recorded as they enter the home.
- People living at the home will be isolated as much as possible, there will be a balance taken on the risk of emotional harm. This will be assessed on an individual basis.
- Staff movement within the home will be restricted to certain houses/areas – restrictions will be implemented between houses and floors within the home.
- Daily information updates will be shared to staff, family, known contacts and professionals.

**Visits from medical professionals for people who are medically unwell and need additional prescriptions/treatment plans and/or intervention will continue if we raise the home status to RED ALERT as the NHS guidance allows.**

Status of Home	Measures Implemented	Risk Level
Red	No access	High/Critical

**Maintaining Contact**

Skype, FaceTime, WhatsApp calls will be available for contact with health professionals and for relatives/friends/next of kin.

Relatives and friends will be issued with a specific contact number in the correspondence that is issued if RED ALERT status is declared

**Community Access RED ALERT**

All access and support by relatives to outside spaces within the homes ground or surrounding fields/lanes will be NOT PERMITTED owing to all entries to family and friends being stopped

**Medical Appointments outside of the Care Home**

When in the phase of RED ALERT, family members will NOT be permitted to leave the home to attend non-urgent appointments. Clarification of a non-urgent appointment will be clarified with the person’s GP.

The department/area of appointment will be contacted, the person and their family/NOK will be informed as a RED ALERT phase is declared

**Staff Interviews**

They will remain in progress as the need to expand the pool of staff is likely to become more critical at this time. There will be no change to the practice of how interviews are undertaken in the RED ALERT stage. It will remain as outlined in the Amber 2<sup>nd</sup> Phase

**Staff Annual Leave**

All annual leave for staff in the Leadership Team for the home effected will be cancelled if the home moves into the RED ALERT status

**Admissions**

When operating in the RED ALERT status we will liaise closely with the local authorities and look at how admissions could be facilitated if required. We have a duty of care to stand with our communities to ensure we do not become part of the problem of the NHS by not being able to cope in this international crisis.

Periods of isolation and further screening will be considered on a case by case basis.

Status of Home	Measures Implemented	High Level
Red	No access	High/Critical

**Deprivation of Liberty Safeguards**

Closing the doors to all visitors, relatives, friends is depriving people of their freedom with no clear end date.

If a home is in this ALERT stage, then the Deprivation of Liberty Safeguarding team will be contacted and inform the risk rating to the home has been raised again.

The **Care Quality Commission [CQC]** would be made aware of the precautions outlined above.

The **Care Inspectorate Wales [CIW]** would be made aware of the precautions outlined above.

**Alerts to the local authorities and statutory bodies outlined above would be made as soon as is practicable.**

**District Nursing Services – Nursing Homes Only**

When operating in the RED ALERT status we will continue to liaise with the local District Nursing teams, but we will manage the nursing needs of each person living within the home as the policy at this time is ‘no access’.

## Additional Information

### Handwashing – Important please read.

The NHS have issued key information which we are following, please read this guidance:

Face masks offer little protection for a member of the public. We are not a hospital – the NHS are very clear about this and continue to issue this guidance.

The evidence points strongly to handwashing being the single most important preventative measure to reduce the spread of this virus. Therefore, we have provided portable handwashing sinks at every main door and restricted the access to the entrances at the home where these handwashing sinks have been placed.

Please take note of the following guidance on when and how to wash your hands as issued by the NHS:

### Wash your hands

- ✚ When you get home from work or arrive at work
- ✚ When you blow your nose, cough or sneeze
- ✚ Eat or handle food

**The key message is to wash your hands as frequently as possible!**

**Wash your hands for at least 20 seconds, using soap and water**

- ✚ Wash your hands by rubbing your palms together under running water
- ✚ Use the soap in the dispenser provided
- ✚ Remember to clean in between your fingers
- ✚ Rub the back of your fingers against your palms
- ✚ Don't forget your thumbs
- ✚ Do the same with the other hand
- ✚ Dry your hands thoroughly on a disposable paper towel in the bin provided



**CATCH IT.**



**BIN IT.**



**KILL IT.**

## Guidance and Useful Links

1. [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)
2. [www.england.nhs.uk/coronavirus](https://www.england.nhs.uk/coronavirus)
3. [111.nhs.uk/covid-19](https://111.nhs.uk/covid-19)
4. World Health Organisation
5. [www.gov.uk](https://www.gov.uk)
6. ABHB updates – Welsh Homes only
7. [www.cqc.org.uk](https://www.cqc.org.uk) [Care Quality Commission]
8. [www.careinspectorate.wales](https://www.careinspectorate.wales)
9. Public health Wales website

