



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



Review Sheet

Last Reviewed
24 Mar '20Last Amended
24 Mar '20Next Planned Review in 12 months, or sooner
as required.

Business 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 policy has been updated to reflect the following:

- | Stay at home requirement
- | Shielding Vulnerable Individuals
- | Hospital Discharge
- | Updated Fact Sheets
- | Key Worker Letter Template

Relevant legislation:

- | The Health Protection (Coronavirus) Regulations 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974

Underpinning knowledge - What have we used to ensure that the policy is current:

Author: UNICEF, WHO et al, (2020), *Social Stigma associated with COVID-19*. [Online] Available from: https://www.epi-win.com/sites/epiwin/files/content/attachments/2020-02-24/COVID19%20Stigma%20Guide%2024022020_1.pdf [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: infection prevention and control*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: guidance for households with possible coronavirus infection*. [Online] Available from: <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-guidance-to-assist-professionals-in-advising-the-general-public> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: background information*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information> [Accessed: 24/3/2020]

Author: World Health Organisation, (2020), *Coronavirus disease (COVID-19) advice for the public*. [Online] Available from: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> [Accessed: 24/3/2020]

Author: ACAS, (2014), *Homeworking a guide for employers and employees*. [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: 24/3/2020]

Author: Department of Health and Social Care, (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-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *Coronavirus (COVID-19): number of cases in England*. [Online] Available from: <https://www.gov.uk/government/publications/coronavirus-covid-19-number-of-cases-in-england/coronavirus-covid-19-number-of-cases-in-england> [Accessed: 24/3/2020]



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

	<p>Author: Public Health England, (2020), <i>COVID-19: guidance for residential care, supported living and home care</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance [Accessed: 24/3/2020]</p> <p>Author: LGA and ADASS, (2020), <i>Social care provider resilience during COVID-19: guidance to commissioners</i>. [Online] Available from: https://www.local.gov.uk/social-care-provider-resilience-during-covid-19-guidance-commissioners [Accessed: 24/3/2020]</p> <p>Author: Department for Education, (2020), <i>Guidance for schools, childcare providers, colleges and local authorities in England on maintaining educational provision</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision [Accessed: 24/3/2020]</p> <p>Author: NHS England, (2020), <i>COVID-19 Hospital Discharge Service Requirements</i>. [Online] Available from: https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/covid-19-discharge-guidance-hmg-format-v4-18.pdf [Accessed: 24/3/2020]</p>
Suggested action:	<ul style="list-style-type: none"> Encourage sharing the policy through the use of the QCS App Establish process to check and confirm staff understanding of the policy Include discussion in staff handovers Ensure policy is on the agenda for all supervisions Hold specific meetings to discuss impact Display changes and impact in relevant places e.g. office, staff room, reception areas, kitchens etc. Ensure relevant staff are empowered to develop specific and individualised processes to share policy changes Share information quickly and widely Ensure all staff know about the policy changes



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



1. Purpose

1.1 To ensure that QCS Client 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 (SARS coronavirus-2 (SARS-CoV-2)) which results in the disease COVID-19.

1.2 To support QCS Client 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 QCS Client Ltd is registered to provide:

- | The Health Protection (Coronavirus) Regulations 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974



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

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 daily, QCS Client Ltd will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



4. Policy

4.1 QCS Client Ltd recognises that the outbreak of a new strain of coronavirus SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 is a fast-moving situation. The WHO has stated that this is now a pandemic. As care providers, ensuring robust infection control and business continuity plans form part of preparing business at QCS Client Ltd for any events that can cause disruption to the normal business.

4.2 QCS Client Ltd will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations by following the checklist in the Pandemic Policy and Procedure at QCS Client Ltd. QCS Client Ltd understands that business continuity planning involves all aspects of the business and to be effective QCS Client Ltd must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 QCS Client Ltd understands that they have a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support Service Users with this too. QCS Client 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.



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



5. Procedure

5.1 Pandemic Policy

QCS Client Ltd recognises that the WHO has declared COVID-19 can be characterised as a pandemic on 11 March 2020. QCS Client Ltd however, will ensure that it reviews the Pandemic Policy and Procedure and will complete the checklist to ensure that the business is prepared and that robust business continuity plans are in place.

5.2 Reducing the Risk of Contracting or Spreading the Virus

QCS Client Ltd will ensure that staff, when not at work, follow the WHO and [Public Health England advice](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support Service Users to follow the government requirements and remind them that failure to follow this can result in a fine. The following procedures must be followed;

You can only leave your home:

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

Further measures:

- | **Wash your hands regularly and properly** for at least 20 seconds (2 verses of Happy Birthday) by using soap and running water
- | **Use hand sanitiser** when it is not possible to wash hands with soap and water. Hand sanitiser must contain 60% alcohol to be effective
- | **Maintain at least 2 metres (6 foot) distance** between yourself and anyone. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease
- | **Avoid touching eyes, nose and mouth.** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick
- | **Practice respiratory hygiene.** Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. If you do not have a tissue, use your sleeve. Then dispose of the used tissue immediately and wash your hands, or use hand sanitiser if you do not have immediate access to soap and running water. Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19
- | **If you have a fever (37.8 degrees, a new/persistent cough) you must self isolate for 7 days. The NHS advice must be followed below;**
 - | If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started
 - | If you live with someone who has symptoms, you will need to stay at home for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear
 - | If more than 1 person at home has symptoms, stay at home for 14 days from the day the first person started having symptoms
 - | If you get symptoms, stay at home for 7 days from when your symptoms start, even if it means you are at home for longer than 14 days



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

- | If you do not get symptoms, you can stop staying at home after 14 days

Social Distancing

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

5.3 Handwashing

Staff should wash their hands:

- | Before leaving home
- | On arrival at work
- | After using the toilet
- | After touching pets
- | After breaks and sporting activities
- | Before food preparation
- | After using public transport
- | Before eating any food, including snacks
- | Before leaving work
- | On arrival at home

5.4 Confidentiality

QCS Client Ltd will follow confidentiality and GDPR policies and procedures to ensure that the details of staff involved in caring for Service Users with suspected or confirmed COVID-19 is kept confidential. Employees should also respect each other's confidentiality and take care not to inadvertently share information when using social media.

Where staff are suspected or confirmed to have contracted COVID-19, their personal details should be treated as confidential, as they would be for any other QCS Client Ltd Service User.

5.5 Safe Staffing

In the event of an outbreak of COVID-19, where staff are moved from other areas to support work on COVID-19, assessments should be made on the ability to continue to deliver safe and effective care in the services affected. Steps should be taken to mitigate any risks resulting from staff moving to other areas. QCS Client Ltd will as part of pandemic preparedness assess whether any staff need additional training, support or require a DBS check.

QCS Client Ltd must use tools to report capacity for bed vacancies (such as the [Capacity Tracker](#) or Care Pulse) to support system resilience where applicable as outlined in [COVID-19: guidance on residential care provision](#).

5.6 Reducing the Risk of Stigmatization

Stigma occurs when people negatively associate an infectious disease, such as COVID-19, with a specific population. In the case of COVID-19, there are an increasing number of reports of public stigmatization against people from areas affected by the epidemic, this means that people are being labelled, stereotyped, separated, and/or experience loss of status and discrimination because of a potential negative affiliation with the disease. QCS Client Ltd will ensure that staff understand the importance of preventing and addressing [social stigma](#) by making sure facts are available to staff and Service Users.

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

If a Service User complains of symptoms staff must make sure;

- | The Service User is safe and withdraw from the room
- | They immediately wash their hands and avoid touching the face, nose, mouth or eyes
- | They contact 111 for advice or 999 if an emergency (if they are seriously ill or injured or their life is at risk)
- | They contact QCS Client Ltd as soon as possible and advise of the situation. This must be a high priority
- | They do not attend any other Service Users, visit their GP or travel in the community until advice is sought
- | Whilst they wait for advice from NHS 111 or an ambulance to arrive, staff should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

bag then throw the tissue in the bin. If they do not have any tissues available, they should cough and sneeze into the crook of their elbow

- | If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. This will apply only to the period of time while waiting for transport to hospital

5.8 Action if a Member of Staff Reports Symptoms

- | QCS Client Ltd will ensure that the member of staff self-isolates for 7 days
- | If the member of staff has no symptoms they can return to work on day 8
- | QCS Client Ltd must contact Hillingdon and the [local health protection team](#) for advice including whether the premises need to close and other staff self-isolate
- | Advice will be given to the member of staff if they need to self-isolate and what action will need to take place for any Service Users that they may have had contact with
- | QCS Client Ltd must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | QCS Client Ltd should follow their Sickness Absence Policy and Procedure and ensure that it follows government guidance which states that if an employee or worker has to self-isolate, they should receive any Statutory Sick Pay (SSP) due to them.
- | QCS Client Ltd will need to put into action the business continuity plan and liaise with Hillingdon and the CQC if there are concerns about staffing

5.9 Isolation Notes Online

[Isolation notes](#) will provide QCS Client Ltd with evidence for their employers that they have been advised to self-isolate due to coronavirus, either because they have symptoms or they live with someone who has symptoms, and so cannot work.

As isolation notes can be obtained without contacting a doctor, this will reduce the pressure on GP surgeries and prevent people needing to leave their homes.

For the first seven days off work, employees can self-certify so they do not need any evidence for QCS Client Ltd. After that, QCS Client 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.

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

QCS Client Ltd will follow Public Health England [guidance on cleaning](#). Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

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

5.11 Rubbish Disposal Including Tissues

- | All waste that has been in contact with the individual with symptoms, including used tissues, continence pads and other items soiled with bodily fluids, must be put in a plastic rubbish bag and tied. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This must be put aside for at least 72 hours before being disposed of as normal

5.12 Raising Concerns

QCS Client Ltd has effective procedures in place to allow staff to raise any concerns in relation to equipment, policies and processes for managing COVID-19 at the earliest opportunity. All staff must be aware of the Whistleblowing Policy and Procedure at QCS Client Ltd and be able to raise concerns without any fear and receive timely feedback on their concerns.

5.13 Working from Home

Where staff at QCS Client Ltd are able to work from home, and QCS Client Ltd has agreed to the arrangement QCS Client Ltd has the following expectations;

- | Staff can work independently and on their own initiative
- | Staff are able to motivate themselves
- | Complete agreed work within set deadlines

**QCS 1**

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

- | Staff can manage their workload effectively
- | Staff can cope well under any new pressure posed by working at home
- | Staff will adopt healthy work from home practices which includes compliance with Health and Safety
- | Staff will maintain contact with QCS Client Ltd and colleagues with whom they would usually interact with
- | Confidentiality will be maintained in line with the Data Protection Act
- | Any concerns will be raised immediately with Prof Charlie Brown
- | Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

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

QCS Client Ltd will investigate mechanisms to communicate effectively with staff who work from home. The free software made available by Microsoft, [Teams](#), to support video conferencing and calls over wi-fi is an option that can be considered.

5.14 Working from Home - Health and Safety Considerations

QCS Client Ltd has a duty of care for all their employees, and the requirements of the health and safety legislation apply to homeworkers. QCS Client Ltd is responsible for carrying out a risk assessment to check whether the proposed home workplace's ventilation, temperature, lighting, space, chair, desk and computer, or any kind of workstation, and floor are suitable for the tasks the homeworker will be carrying out.

QCS Client Ltd is responsible for the equipment it supplies, but it is the employee's responsibility to rectify any flaws in the home highlighted by the assessment. Once the home workplace has passed the assessment, it is the employee who is responsible for keeping it that way. QCS Client Ltd will refer to the Home Working Policy and Procedure.

5.15 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. QCS Client Ltd will monitor the changing situation. QCS Client Ltd will display information posters and advise anyone that is unwell to stay away. QCS Client Ltd will ensure that all visitors document their names and contact phone numbers should contact tracing be required. Where restrictions on visitors are made, QCS Client Ltd will ensure that risk assessments are in place, best interest decisions are recorded and the least restrictive option are taken and in human rights terms, this factors in the services and support supplied to Service Users by their visitors.

QCS Client Ltd will review any Service User who have last powers of attorney in place and ensure that any advance decisions are recorded.

5.16 Shielding At Risk Groups

The Government advised on 21st March that those who are at increased risk of severe illness from coronavirus (COVID-19) must be shielded and protected. The full Public Health England guidance can be read [here](#). Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household.

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

People falling into this extremely vulnerable group include:

- | Solid organ transplant recipients
- | People with specific cancers:
- | People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer

**QCS 1**

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

- | People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- | People having immunotherapy or other continuing antibody treatments for cancer
- | People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- | People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- | People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD
- | People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- | People on immunosuppression therapies sufficient to significantly increase risk of infection
- | Women who are pregnant with significant heart disease, congenital or acquired

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

5.17 Supporting Hospital Discharge

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



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



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 coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

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 Social Stigma

- | Social stigma in the context of health is the negative association between a person or group of people who share certain characteristics and a specific disease. In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately, and/or experience loss of status because of a perceived link with a disease. Such treatment can negatively affect those with the disease, as well as their caregivers, family, friends and communities. People who do not have the disease but share other characteristics with this group may also suffer from stigma. The current COVID-19 outbreak has provoked social stigma and discriminatory behaviours against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus

6.6 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 of 14 days 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

6.7 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)

6.8 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



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 The current understanding is that the virus does not survive on surfaces for longer than 72 hours. Regular cleaning of frequently touched hard surfaces and hands will therefore help to reduce the risk of infection
- 1 Washing 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
- 1 QCS Client 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 2 examples. Staff should read the fact sheet in the Forms section for more information
- 1 QCS Client Ltd must have an up to date business continuity plan in place. The Pandemic Policy and Procedure has a checklist to help plan for an outbreak of a disease like COVID-19
- 1 Its 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
- 1 QCS Client Ltd will need to work closely with Hillingdon, 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:

- 1 A coronavirus is a type of virus. Coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to severe pneumonia causing shortness of breath and breathing difficulties. This new virus is called SARS coronavirus-2. The disease it causes is called COVID-19
- 1 There is no vaccine at the moment for this virus. Washing your hands regularly with soap and water will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands
- 1 Its ok to feel worried or anxious. QCS Client Ltd has plans in place to make sure you will get the care that you need



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:

CQC Responding to Coronavirus:

<https://www.cqc.org.uk/news/stories/how-were-responding-outbreak-coronavirus>

Handwashing and Handsanitiser fact sheet:

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

Handwashing Video:

<https://www.bbc.co.uk/news/av/health-51637561/coronavirus-watch-how-germs-spread>

Public Health England Posters:

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

Care Provider Alliance - Multiple Resources:

<https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



Outstanding Practice

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

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | QCS Client 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 QCS Client Ltd is able to respond quickly and safely to a fast-changing situation
- | QCS Client Ltd has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
COVID-19 FACT SHEET V2.0 - Service Users and Staff - HS15	To provide information for staff and service users	QCS
COVID-19 Factsheet - HS15	To provide information to managers during the pandemic	QCS
COVID-19 Easy Read - HS15	To provide information in an accessible format	QCS
Key Worker Letter - HS15	To ensure that Key Workers are able to travel to work freely and can access schooling if required for their children	QCS

Coronavirus Fact Sheet

Coronavirus ~ COVID-19

What is it?

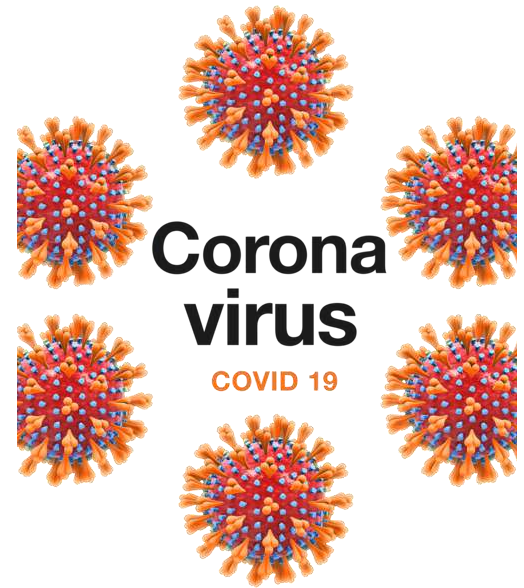
Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness like the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus started in Hubei Province, China. The virus was renamed (11th Feb 2020) SARS-CoV-2 and the disease the virus causes is now called COVID-19.

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness, not coronavirus.

How is it spread?

The coronavirus is most likely to spread from person-to-person through:

- ◆ Direct close contact with a person while they are infectious;
- ◆ Close contact with a person with a confirmed infection who coughs or sneezes, or;
- ◆ Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.



COVID-19 Key Facts

- The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person
- You must not go to A&E if you are unwell and think you may have COVID-19
- Good hand hygiene is one of the best ways of preventing the spread of the virus
- Cough etiquette helps too
- It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. But it may last on some surfaces for a few hours or up to several days

How can we help stop it spreading?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You must:

- ◆ Wash your hands frequently with soap and water, before and after eating and after going to the toilet
- ◆ Cover your cough and sneeze, dispose of tissues and use alcohol-based hand-sanitiser
- ◆ If unwell, avoid contact with others (touching, kissing, hugging etc)



What do I need to do if I have symptoms?

The advice for anyone in any setting is to follow these main guidelines.

- ◆ The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature.
- ◆ If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. If someone in your house has symptoms you must follow the NHS advice called 'Stay at Home advice'
- ◆ 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.
- ◆ If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- ◆ Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so.
- ◆ Use hand sanitiser if that's all you have access to.



Following the Stay at Home Rules

- ◆ When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the government has introduced three new measures.
- ◆ People to stay at home, except for very limited purposes
- ◆ Closing non-essential shops and playgrounds. Food shops will be open
- ◆ Stopping all gatherings of more than two people in public
- ◆ This will last for 3 weeks . The Government will tell us if we all need to stay ta home for longer.
- ◆ If you don't follow these rules , the Police can fine you
- ◆ Some people can go to work like nurses, doctors , care workers .



When can you leave your house?

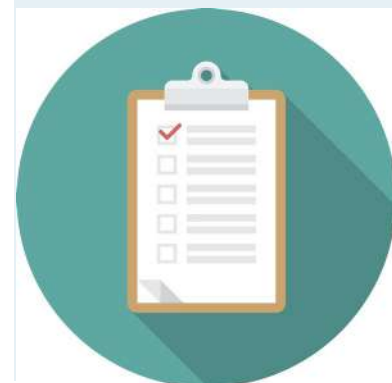
You should only leave the house for one of four reasons.

- ◆ Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.
- ◆ One form of exercise a day, for example a run, walk, or cycle - alone or with members of your household.
- ◆ Any medical need, or to provide care or to help a vulnerable person.
- ◆ Travelling to and from work, but only where this absolutely cannot be done from home
- ◆ If you do have to go out , you should there should be no more than 2 of you unless they are your family living in your house
- ◆ You need to stand 2 metres (6 ft) away from people outside

Make a plan for your family

The best thing you can do now is plan for how you can adapt your daily routine, and that of others in your household, so that you can stay at home Some of the ways in which you could prepare include:

- ◆ talk to your neighbours and family and exchange phone numbers of household contacts
- ◆ consider and plan for those in your home who are considered vulnerable
- ◆ create a contact list with phone numbers of neighbours, schools, employer, chemist, NHS 111
- ◆ set up online shopping accounts if possible



Staying safe at home

- ◆ If you are classed as extremely vulnerable, you are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.
- ◆ It's ok for your care worker to visit. If they are unwell or have symptoms of COVID-19 (High temperature and continuous/new cough) they must stay away.
- ◆ All people coming to your home should wash their hands with soap and water for at least 20 seconds on arrival to your house and often while they are there.
- ◆ If you think you have developed symptoms of COVID-19 such as a new, continuous cough or fever, seek clinical advice using the NHS 111 online coronavirus service or call NHS 111. Do this as soon as you get symptoms.



What is Shielding?

Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between those who are extremely vulnerable and others.

We are strongly advising people with serious underlying health conditions (listed below), which put them at very high risk of severe illness from coronavirus (COVID-19), to rigorously follow shielding measures in order to keep themselves safe.

People falling into this extremely vulnerable group include:

- ◆ Solid organ transplant recipients.
- ◆ People with specific cancers:
 - ◆ people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - ◆ people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - ◆ people having immunotherapy or other continuing antibody treatments for cancer
 - ◆ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - ◆ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- ◆ People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- ◆ People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- ◆ People on immunosuppression therapies sufficient to significantly increase risk of infection.
- ◆ Women who are pregnant with significant heart disease, congenital or acquired.

Looking after your health and Wellbeing

- ◆ It's important to look after your mental health and wellbeing. It's ok to feel worried and anxious as we haven't experienced anything like this before and things are changing so quickly. Self-isolating and Social Distancing may make you feel lonely and more anxious. Here are some tips to help you self care
- ◆ Keep in touch with friends and family by using phones, video conversations (Microsoft have made their video software free to use) .
- ◆ Make sure you eat healthily, if you think you are going to need food or medicines , speak to friends , neighbours etc
- ◆ Make sure you sleep and rest . Sleeping helps support your body's ability to fight off infection
- ◆ Limit the amount of news you watch, read or listen to. It can feel overwhelming . If it worries you, switch it off and only check once or twice a day

Handwashing Techniques to Stay Healthy

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. How long? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.



There is currently no vaccine to prevent Novel Coronavirus. The best way to prevent infection is to avoid being exposed to the virus.

Quality Compliance Systems

Quality Compliance Systems (QCS) is the leading compliance management system for the Care sector. Our service provides over 70,000 Care, Dental and Medical professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling our users to stay compliant with current CQC policies. Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, and Best Practice guidelines, by our team of experts.



Useful Contacts

- ◆ Mind infoline on 0300 123 3393
- ◆ Call Rethink on 0300 5000 927
- ◆ For support in a crisis, Text Shout to 85258.
- ◆ The Samaritans -Call 116 123 - it's FREE
- ◆ NHS 111

Staying Connected with Family and Friends

- ◆ Microsoft Teams: [https:// www.microsoft.com/en-gb](https://www.microsoft.com/en-gb)
- ◆ Whatsapp
- ◆ Facetime
- ◆ Skype

Quality Compliance Systems Have a question?



0333 405 33 33



INFO@QCS.CO.UK



WWW.QCS.CO.UK

COVID-19

What is it and why is it a problem?

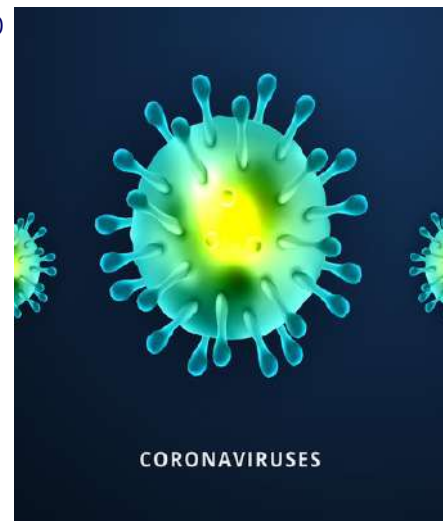
COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called coronavirus. This new coronavirus started in Hubei Province, China in December 2019. The coronavirus causes a disease which is called COVID-19.

Although most people will only have mild symptoms, for some it will cause serious problems that will require treatment in hospital for people and may result in death.

This is a fast changing situation with lots of different guidance being published and updated. The Government instructed everyone to stay at home to stop coronavirus spreading

This includes people of all ages – even if you do not have any symptoms or other health conditions. You can only leave your home:

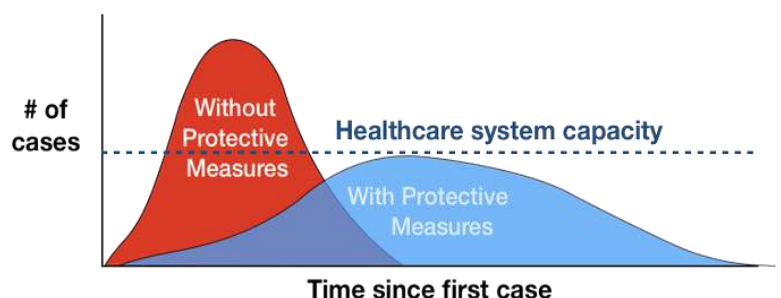
- ◆ to shop for basic essentials – only when you really need to
- ◆ to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- ◆ for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- ◆ to travel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



What is Flattening the Curve?

Flattening the curve refers to the use of protective practices to slow the rate of COVID-19 infection so hospitals have room, supplies including ventilators, doctors and nurses for all of the patients who need care.

Social distancing will help with flattening the curve. It will space out the number of people getting very ill who require hospital treatment.



Adapted from CDC / The Economist

Extremely Vulnerable -COVID19 -Shielding

- ◆ If you have an underlying health condition listed above, you are at very high risk of severe illness as a result of coronavirus (COVID-19) requiring admission to hospital.
- ◆ Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus.
- ◆ You are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.

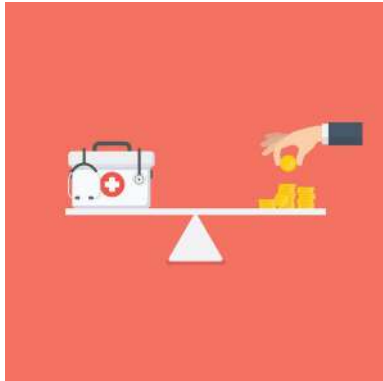


Who is in this group?

- ◆ Solid organ transplant recipients.
- ◆ People with specific cancers:
 - ◆ people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - ◆ people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - ◆ people having immunotherapy or other continuing antibody treatments for cancer
 - ◆ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- ◆ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- ◆ People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- ◆ People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- ◆ People on immunosuppression therapies sufficient to significantly increase risk of infection.
- ◆ Women who are pregnant with significant heart disease, congenital or acquired.

Update on Statutory Sick Pay

To be eligible for sick pay an employee must be "incapable to work". From 13th March 2020, legislation has been amended to include self-isolation within the definition of "incapable to work".



- ◆ Those who follow advice to stay at home and who cannot work as a result will be eligible for statutory sick pay (SSP), even if they are not themselves sick.
- ◆ Employers should use their discretion and respect the medical need to self-isolate in making decisions about sick pay.
- ◆ Anyone not eligible to receive sick pay, including those earning less than an average of £118 per week and some of those self-employed people, are able to claim Universal Credit and or contributory Employment and Support Allowance.
- ◆ For those on a low income and already claiming Universal Credit, it is designed to automatically adjust depending on people's earnings or other income. However, if someone needs money urgently they can apply for an advance.
- ◆ The Government is passing a law so that SSP can be paid from day 1, rather than day 4, of absence from work if someone is absent from work due to sickness or need to stay at home due to COVID-19. Once the legislation has been passed, this will apply retrospectively from 13 March. You should talk to your employer if you are eligible for SSP and need to claim.

Certifying absence from work

By law, medical evidence is not required for the first 7 days of sickness. After 7 days, employers may use their discretion around the need for medical evidence if an employee is staying at home.

The Government strongly suggest that employers use their discretion around the need for medical evidence for a period of absence where an employee is advised to stay at home either as they are unwell themselves, or live with someone who is, in accordance with the public health advice issued by the government.

If evidence is required to cover self-isolation or household isolation beyond the first 7 days of absence then employees can get an isolation note from [NHS 111 online](#) or from the [NHS website](#).

GDPR!

Information about employees health will constitute 'sensitive personal data' and therefore such information will have to be processed in accordance with GDPR. However employers can process medical data relating to a data subject where it is necessary for the employer to comply with its legal obligations in relation to health and safety.

◆

Contact Us

Have a question?



0333 405 33 33



INFO@QCS.CO.UK



WWW.QCS.CO.UK

Follow us on Social
Media



Who are We?

Quality Compliance Systems (QCS) is the leading compliance management system for the Care sector. Our service provides over 79,000 Care, Dental and Medical professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling our users to stay compliant with current CQC policies. Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, as well as Best Practice guidelines, by our team of experts. Instant updates are delivered digitally, 24/7, directly to our customers via the online management system and QCS App.

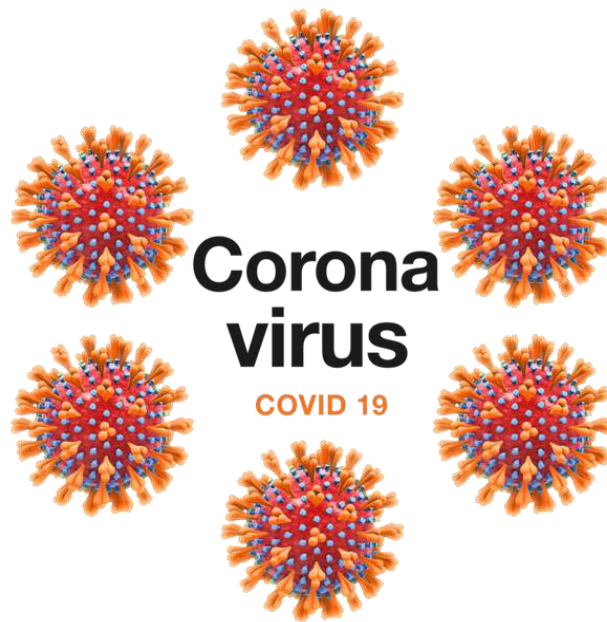
Did You Know ?



- ◆ The Government has postponed the controversial reforms to the IR35 tax rules until April 2021 as it attempts to alleviate pressure on businesses and individuals amid the COVID-19 fallout.
- ◆ Data Security and Protection Toolkit submission date has been suspended until 30 September 2020
- CQC has written to all registered providers to say they are;
 - ◆ stopping routine inspections from today
 - ◆ shifting towards other, remote methods to give assurance of safety and quality of care
 - ◆ Making some inspection activity in a small number of cases, for example where there are allegations of abuse
 - ◆ giving extra support to registered managers in adult social care
- ◆ Microsoft have made their video conferencing platform, Teams, free in response to the COVID-19 emergency.

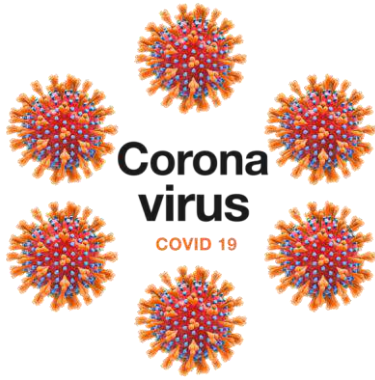


Coronavirus Fact Sheet



**This factsheet will tell you about
Coronavirus.**

What is Coronavirus?



There is a new virus spreading. Its name is Coronavirus. It causes an illness called COVID-19. It started in China and is spreading across the world.



The illness makes people cough and have problems breathing. Some people have died but most people recover ok.



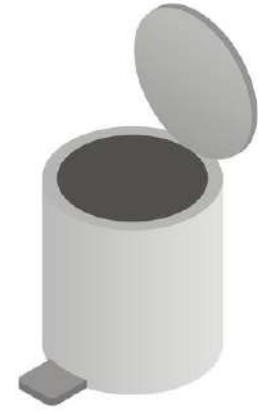
You can help to stop the virus spreading and do things that will keep you well.



Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.

How to keep well

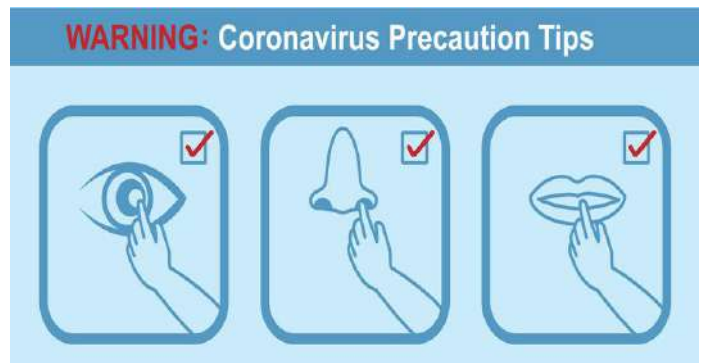
Put used tissues in the bin. Do not use your hands to close the bin lid.



Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.



Do not touch your eyes, nose or mouth if your hands are not clean.



The Government has said we must all stay at home.
We must only go out to get food.
We can exercise outside but only once per day.
When you go out, you need to stand more than 3 large steps away from people.



Feeling unwell

If you have a new cough and a temperature, these are called symptoms.



You can check your symptoms on the NHS111 website <https://111.nhs.uk/covid-19>



If you are already sick with heart or breathing problems, or you have diabetes or over 70 years old, Coronavirus can make you very ill.



If you have symptoms you must

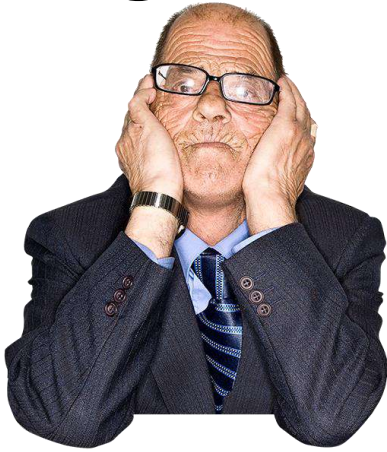
Stay at Home

Avoid People

Plan for 3 weeks



Feeling worried



Its ok to be worried or scared.



Talking to people you trust can help.
Contact your friends and family.



There are lots of people talking about
Coronavirus. Sometimes it is hard to
know what information is true. You can
read correct information on the NHS
website WWW.NHS.CO.UK



The most important thing to remember
is to wash your hands lots of times in
the day, even if they do not look dirty.

Useful Information



Make sure you keep healthy by eating lots of fruit and vegetables.



Stay away from crowds of people.



Call NHS 111 if you are unwell.

QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

QCS Client Ltd**Headed paper**

Date

Dear Sir or Madam

Re: (Insert Key Worker's: Full Name): Coronavirus (COVID-19) Designated Key Worker

In line with business continuity plans at **QCS Client Ltd**, you have been designated a key worker, as referred to by the Prime Minister in his announcement and press conference of 18th March 2020 and are required to maintain essential services and combat the spread of coronavirus (COVID-19) in the UK.

At this time, you have a critical role as part of the COVID-19 crisis and as such should be provided with the facilities available to key workers - access to key worker schooling provisions and transport arrangements in the event of a lockdown of the wider transport network and any other key worker provisions. I would like to take this opportunity to thank you for your ongoing support and the invaluable and critical service you provide.

Yours sincerely

Prof Charlie Brown

Registered Manager