



Marwood Residential Home

57 Ashby Road Central, Shepshed, Loughborough, Leicestershire, LE12 9BS



4. Policy

4.1 Marwood Residential Home 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 and this was classified by the WHO as a pandemic.

As care providers, ensuring robust infection control and business continuity plans form part of preparing business at Marwood Residential Home for any events that can cause disruption to the normal business.

4.2 Marwood Residential Home will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations in the event of a second wave by following the checklist in the HS14 - Pandemic Policy and Procedure at Marwood Residential Home. Marwood Residential Home understands that business continuity planning involves all aspects of the business, and to be effective, Marwood Residential Home must work with its partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 Marwood Residential Home understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and that it supports Residents with this too. Marwood Residential Home 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, Residents or the wider public.

4.4 Marwood Residential Home will ensure that this policy is read alongside other policies in the QCS COVID hub and additional guidance material in the Resource Centre.

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**5. Procedure****5.1 Pandemic Policy**

Marwood Residential Home recognises that the WHO declared COVID-19 a pandemic on 11 March 2020. Marwood Residential Home will ensure that it reviews the HS14 - Pandemic Policy and Procedure . It will review the Pandemic Planning Checklist to ensure that the business is prepared for any second wave 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

Marwood Residential Home will ensure that staff, when not at work, follow the WHO and [government guidance](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support Residents to follow the government requirements and remind them that failure to follow this can result in a fine. The revised [social contact rules](#) (from 14 September) and [face covering rules](#) (from 23 September) must be followed. [Local COVID alert levels](#) are in place (from 14 October), these must be adhered to in line with local and government guidance.

Fines

From 14 September, when the new social contact rules apply, it will be against the law to meet people you do not live with in a group larger than 6 (unless you are meeting as a household or support bubble). Further face covering rules have also been brought into force with people now required to wear them in private hire vehicles and taxis, as well as hospitality venues. The police will enforce these legal requirements, including the ability to issue fines (fixed penalty notice) of £200, doubling for further breaches up to a maximum of £6,400.

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

Marwood Residential Home needs to ensure that Residents and staff who are considered particularly vulnerable to COVID-19 have a risk assessment in place. Marwood Residential Home must ensure that the Public Health England '[Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)' is followed. Where [local COVID alert levels](#) are introduced or in place, Marwood Residential Home will need to ensure that the additional guidance for vulnerable individuals is followed.

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 must 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](#).

Marwood Residential Home must use tools to report capacity for bed vacancies ([Capacity Tracker](#)) to support system resilience, where applicable, as outlined in the guidance [COVID-19: guidance on residential care provision](#) and [How to Work Safely in Care Homes](#).

Marwood Residential Home must avoid, as far as possible, using staff who work in different homes, to reduce the risk of the virus transmission.

5.6 Actions if a Resident Meets the Criteria and Displays Symptoms

- | If a Resident complains of symptoms, Marwood Residential Home must ensure that staff understand the

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[Ethical Framework for Adult Social Care Staff](#)

- | The Resident must be isolated immediately. Staff must sensitively explain why they need to be moved and support with any anxiety and fears they may have
- | They must be isolated in a separate, single room with a separate bathroom, where possible
- | Marwood Residential Home must seek advice from its local Health Protection Team if it has a single possible case of COVID-19
- | If a further clinical assessment is advised, contact their GP
- | If symptoms worsen during isolation or are no better after 10 days, contact their GP for further advice around escalation and to ensure that person-centred decision making is followed
- | For a medical emergency dial 999
- | Staff must immediately instigate full infection control measures to care for the Resident with symptoms, which will avoid the virus spreading to other Residents at Marwood Residential Home and stop staff members becoming infected. Marwood Residential Home will follow the HS18 - Personal Protective Equipment (PPE) Policy and Procedure and the CC18 - Infection Control Policy and Procedure at Marwood Residential Home and current [Public Health England guidance on PPE](#)
- | Inform family members, where the Resident gives consent, so that they are kept informed. Where possible, support the Resident to notify their family
- | It is important that Residents are supported to remain in touch with their families while they are in isolation and the agreed way this will be achieved will be documented in the Care Plan.
- | Review and update the Care Plan and risk assessment
- | Ensure that any advance decisions are recorded and that the correct documentation is available
- | Where the Resident lacks capacity, continue to explain and ensure that the least restrictive options are taken to maintain their safety and the safety of everyone at Marwood Residential Home. Where required, involve the Resident's GP
- | Follow the COVID-19 CC94 - COVID-19 Testing Policy and Procedure at Marwood Residential Home and the Government's advice on their [website](#)

5.7 Supporting Hospital Discharge

The Registered Manager will follow the guidance [Admission and Care of Residents in a Care Home During COVID-19](#), ensuring that communication channels remain open between the hospital and family and that the Resident is involved in all decisions and discussions.

5.8 Staff with Symptoms

If staff have a fever (37.8 degrees, a new/persistent cough, or a loss or change in their sense of smell or taste) they must self-isolate for 10 days. The [NHS advice](#) must be followed:

- | If you have symptoms or have tested positive for coronavirus, you'll usually need to self-isolate for at least 10 days

You'll usually need to self-isolate for 14 days if:

- | Someone you live with has symptoms or tested positive
- | Someone in your support bubble has symptoms or tested positive
- | You've been told to self-isolate by NHS Test and Trace

Further advice on what staff need to do can be read [here](#).

5.9 Isolation Notes Online

[Isolation notes](#) will provide employees of Marwood Residential Home with evidence for Marwood Residential Home 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.

Isolation notes can be obtained without contacting a doctor, to 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 Marwood Residential Home. After that, Marwood Residential Home 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 who have no symptoms, Marwood Residential Home must refer to the PA07 - Sickness Absence Policy



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and Procedure.

5.10 Cleaning the Office and Workplace where there are Confirmed Cases of COVID-19

Marwood Residential Home 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

5.11 Waste Disposal

Marwood Residential Home must follow the [government guidelines](#) on waste disposal and be aware of any changes required due to local guidance.

5.12 Working from Home

Where staff at Marwood Residential Home are able to work from home, and Marwood Residential Home has agreed to the arrangement, Marwood Residential Home will ensure that the PC19 - Home Working Policy and Procedure is followed.

Marwood Residential Home 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.

5.13 Visitors

Marwood Residential Home will display information posters and advise anyone who is unwell to stay away. Marwood Residential Home will communicate clearly (see the AR25 - Visitors Policy and Procedure) and ensure that there is a visitor Care Plan in place for each Resident. Marwood Residential Home will implement a track and trace system for visitors which can be carried out using the QCS Visitor software within the management system.

5.14 Confidentiality

Marwood Residential Home will follow confidentiality and GDPR policies and procedures to ensure that the details of staff involved in caring for Residents 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 Resident at Marwood Residential Home.