

Guidance for face to face contact with the public, during the Coronavirus (COVID-19) pandemic outbreak: Guidance for Adult Social Care Teams.

During the COVID-19 outbreak we understand it will be necessary to undertake assessments and have face to face contact with the public - **essential visits and contact will be defined according to your business continuity plan and risk assessments.**

During a pandemic infection, certain individuals may be at greater risk

These include:

- people aged 70 or over
- people who have a long-term condition (those offered seasonal flu vaccine)
- those who are pregnant
- those with a weakened immune system

Please be aware that your staff members may fall into these groups and carry out appropriate risk assessments.

Visiting a Registered Provider

Providers are responsible for providing suitable accurate information on infections to customers, their visitors and any person concerned with providing further support or nursing/medical care in a timely fashion. They should also have systems in place, to ensure that all care workers (including contractors and volunteers) are aware of and discharge their responsibilities in the process of preventing and controlling infection.¹ Please take advice from the provider you are visiting in the first instance- they should advise visitors and social care staff in relation to restrictions on visiting, use of personal protective equipment, handwashing etc.

You must call the provider ahead of the visit to find out if the provider has any cases or suspected cases of COVID-19 and following their advice in conjunction with the risk assessment principles outlined in Appendix B.

Visiting a hospital ward

The NHS provider is responsible for providing suitable accurate information on infections to service users, their visitors and any person concerned with providing further support or nursing/medical care in a timely fashion. They should also have systems to ensure that all care workers (including contractors and volunteers) are aware of and discharge their responsibilities in the process of preventing and controlling infection.¹ Please take advice from the provider you

are visiting in the first instance- they should advise visitors and social care staff in relation to restrictions on visiting, use of personal protective equipment, handwashing etc.

The provider should provide all visitors and contractors with appropriate personal protective equipment, if they are required to enter areas which have been designated as isolation areas.

You must call the ward ahead of the visit to find out if the ward has any cases or suspected cases of COVID-19 and following their advice in conjunction with the risk assessment principles outlined in Appendix B.

Visiting individuals and carrying out assessments/face to face contacts in the home environments.

During the COVID-19 outbreak we understand it will be necessary to undertake home assessments- **essential visits will be defined according to your business continuity plan:**

Please see Appendix B: COVID-19 risk assessment.

Call individuals or their carer ahead of the visit to find out:

- if the individual being assessed has symptoms consistent with COVID-19 (as per the latest guidance on the NHS website).
- if anyone in the household has symptoms consistent with COVID-19
- if they have come into close contact with anyone with COVID-19 symptoms or a confirmed case.

If the visit is essential and the individual receiving care and support has symptoms of COVID-19, then the risk of transmission should be minimised through safe working procedures outlined below:

Please follow the Public Health England Guidance for home visits found here:

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>

We would recommend that the assessment of a person who potentially has COVID-19 should be carried out as the **final visit of the day** to reduce any chance of cross transmission. Additionally, if a member of the household is unwell, they should be asked to wait in a different room with the door closed throughout the duration of the visit.

Staff should only bring any equipment or other items into the house that are necessary for the visit. Do not bring notes into the room during the assessment.

Any reusable equipment that was brought into the house for the visit will need to be thoroughly decontaminated with cleaning materials (provided by your employer) WSCC Infection Prevention and Control Guidance can be found here- <https://www.westsussexconnecttosupport.org/s4s/WhereILive/Council?pageId=2283&Search=infection>. Full Personal Protective Equipment (PPE) as detailed in appendix A link should be worn whilst equipment is decontaminated.

It is recommended that after carrying out a visit that clothing / uniform on returning home clothes should be immediately removed and washed on the highest temperature (suitable for that clothing) in a wash just for those clothes worn. This will help reduce the chance of the spread of COVID-19.

If the individual does not have any symptoms of COVID-19, nor does anyone in their household or anyone they have come into close contact with. Visits can be undertaken in the normal manner, there is no need for wearing additional personal protective equipment (PPE). **Thorough hand hygiene must always be maintained please follow hand hygiene.**

Hands should be thoroughly decontaminated on entering and leaving anyone's home, and again before eating, preparing food for others. If soap and water are available this is the best way of decontaminating hands; however, if not then alcohol-based hand rub is a good alternative.

If a member of staff is concerned they have COVID-19

If a member of staff is concerned they have COVID-19 or is generally unwell they should **immediately** self-isolate and follow the [NHS guidance](#) and inform your line manager.

You should check the guidance regularly as it is subject to change-the current advice and guidance as it stands 19th March

Stay at home if you have either:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

Do not go to a GP surgery, pharmacy or hospital.

You do not need to contact 111 to tell them you're staying at home.

Testing for coronavirus is not needed if you're staying at home

Use the [111 coronavirus](#) online service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Only call 111 if you cannot get help online

Staff will be required to self-isolate for 14 days if a member of their household has symptoms consistent with COVID-19, as per the current [NHS guidance](#).

If they are advised to self-isolate at home they should strictly follow the [PHE guidance](#)

Advice for all Staff

There are some sensible precautions that should be taken, such as having a basic understanding of how to prevent the spread of infections. We recommend that all social care staff have a basic awareness of the importance of good infection prevention and control practice. Additional infection prevention and control training will be added to the learning and development gateway in the coming weeks.

Following the correct hand hygiene technique is important please visit: [hand hygiene](#).

Best practise: putting on and removing PPE- **Appendix A:**

How to avoid catching or spreading coronavirus:

Do -

- Wash your hands with soap and water often – do this for at least 20 seconds;
- Always wash your hands when you get home or into work;
- Use alcohol based hand rub if soap and water are not available;
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze;
- Put used tissues in the bin immediately and wash your hands afterwards;
- Try to avoid close contact with people who are unwell.

Don't -

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

HR Advice, Guidance, and risk assessment- ([available via this attachment](#))

All the current information and advice in relation to COVID-19, can be found here: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

The situation is evolving, and advice and guidance will change so please visit these websites regularly.

Appendix A: Best practise: putting on and removing PPE

Use safe work practices to protect yourself and limit the spread of infection

- Keep hands away from face and PPE being worn.
- Change gloves when torn or heavily contaminated.
- Limit surfaces touched in the patient environment.
- Regularly perform hand hygiene.
- Always clean hands after removing gloves.

NB Masks and goggles are not routinely recommended for contact precautions. Consider the use of these under standard infection control precautions or if there are other routes of transmission.

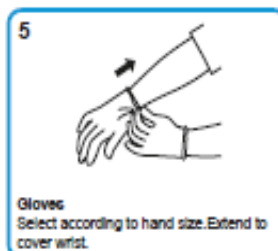
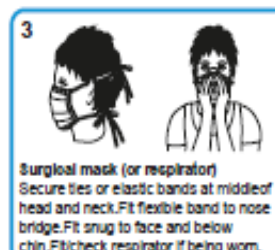
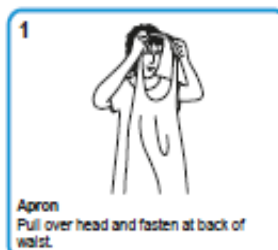
The type of PPE used will vary based on the type of exposure anticipated, and not all items of PPE will be required.

The order for putting on PPE is Apron or Gown, Surgical Mask, Eye Protection (where required) and Gloves.

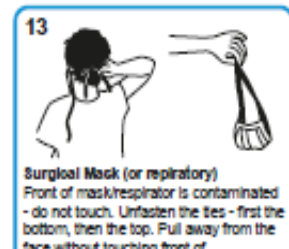
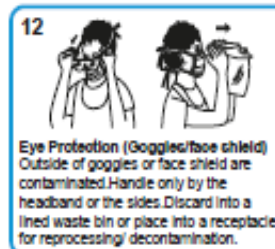
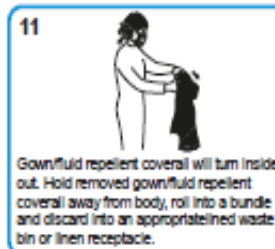
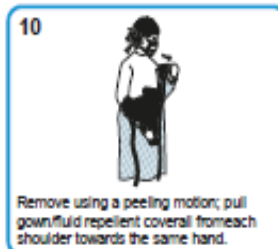
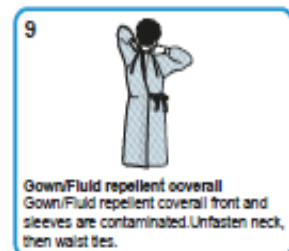
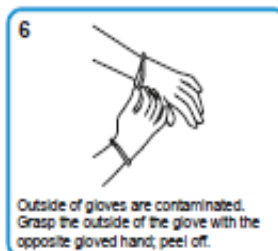
The order for removing PPE is Gloves, Apron or Gown, Eye Protection, Surgical Mask.

1. Putting on Personal Protective Equipment (PPE).

- Perform hand hygiene before putting on PPE



2. Removing Personal Protective Equipment (PPE)



- Perform hand hygiene immediately on removal.
- All PPE should be removed before leaving the area and disposed of as healthcare waste.

Appendix B: COVID-19 risk assessment

Coronavirus risk assessment

We want to minimize any risk to our staff, including those who visit clients in their homes.

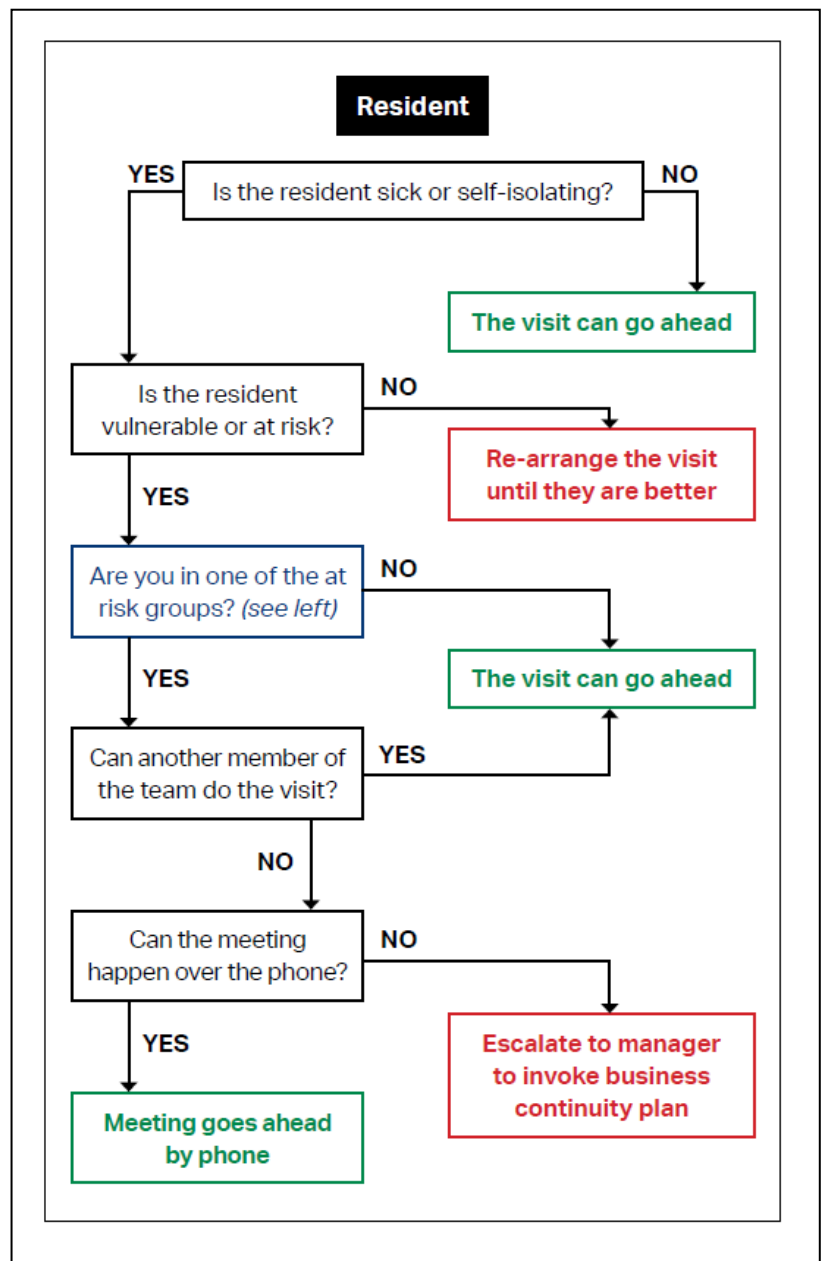
To help with this we have introduced a new coronavirus risk assessment that should be completed along with the normal risk assessment specific to your job. Please carry out this assessment before you carry out each visit. Before each visit, contact the resident by phone, text or email to find out if they are well or in self isolation.

At risk groups

During a pandemic infection, certain individuals may be at greater risk.

These include:

- people aged 70 or over
- people who have a long-term condition (those offered seasonal flu vaccine)
- those who are pregnant
- those with a weakened immune system



Coronavirus - staff questions

Please go to <https://www.westsussex.gov.uk/campaigns/coronavirus-covid-19/> the WSCC coronavirus (Covid-19) website for all advice on COVID-19, or raise any questions with your line manager who will pass these on to the Welfare Functional Group.

References

1. Department of Health. Code of practice on the prevention and control of infections and related guidance. 2015.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/449049/Code_of_practice_280715_acc.pdf
2. <http://www.nipcm.scot.nhs.uk/appendices/appendix-6-best-practice-putting-on-and-removing-ppe/>