



**COVID-19 Contingency Plan**

**and Business Continuity Plan**

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**Introduction**

This report sets out the actions we are taking to plan for and help mitigate any potential disruption to the service we provide within our residential care homes and administrative office to contain the spread of Coronavirus, named COVID-19.

The report outlines guidance supplied to health and social care providers in planning for a pandemic; information can be found on the Government’s website:

<https://www.gov.uk/coronavirus>

Using the Governments guidance, we have identified possible key areas of disruption to our service in a ‘worst case scenario’ with corresponding contingency planning as well as measures we have taken, or are going to take, to ensure the safety and wellbeing or service users and staff members and continuity or our service. This document has been developed, therefore, to ensure Omega Elifar’s care homes are prepared for any potential interruption to our service should the virus become more widespread and impact us and those whom we support.

This is a working document and not intended to be exhaustive. Its key purpose is to help our teams to ensure continuity in delivering care and support through a record of actions that may be necessary to deal with any possible disruption.

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| Red = **R** | Amber =**A** | Green =**G** |

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| **Key Theme** | **Business Issue** | **Level of Risk** | **Mitigating Actions** | **Action Required or Completed** | **Person Responsible** | **Completion Date** |
| The World Health Organisation declared that the outbreak of COVID – 19 is a pandemic and a public emergency of international concern. The infection has spread throughout to the UK and as a nation are presently in the delay phase/lockdown to try and slow down the risk of widespread illness and protect the NHS, which could result in severe staff shortages and significant disruption to working practices. On the 17 May, (step 3) pathway out of lockdown the Government issued new guidance to be followed:  <https://www.gov.uk/corona>  **Supply of nonclinical**  **consumables,**  **goods and**  **services** | Potential for  disruption caused  by absence of staff  due to sickness,  self-isolation, or  leave to care for  unwell family  member, or  difficulty in  recruitment.  In a pandemic 15% -  30% of staff could  be off work at any  one time. Rates  could be even  higher in a small  business. The  absence rate will  include those who  are sick, those  caring for others  and well’ who are simply  too scared to come  to work. On average  people will be  absent for 10 days,  but some may never  return. In a smaller  business it is usually  more difficult to  cope with staff  shortages.  Supply of medications  Supply of medical and clinical consumables potential for disruption of supply  Potential for services to be interrupted should pandemic level of viral  Spread, interrupting provision of  national and local  services such as utilities,  waste collection etc.,  and supplier services | **R**  **G**  **A**  **A** | Guidance is for  staff to report to  work unless  showing  symptoms of virus  Provide advice and  reassurance to  staff  Staff who have travelled to the UK from foreign countries affected areas in the last 14 days and are experiencing cough or fever are not to come into the care homes  Establish a criteria which identifies people we support who would require a greater need for care if they become infected with COVID -19 (underlaying health conditions)    Monitor stock  positions and  escalate issues at  the earliest  opportunity  Consider earlier ordering  and increase  supplies of basics  • Identify risk areas  in relation to  essential supplies  • Contact suppliers to  identify any  potential issues  • Consider sharing  resources with  other local care  providers | Identify critical  staffing levels,  understand  individual staffing  restrictions and  ensure necessary  contact details are  Managers to risk assess to evidence minimum of staff required to run the service safely  Rota’s must be regularly reviewed  Services work closely with two agencies who supply reliable workforce  redeployment to be considered from other homes  Managers to cover on the floor where possible  Managers to offer advice and support  help lines contacts to be shared with staff team  supervisions, meetings 1:1  Ensure the safety and welfare of all people we support  Detailed forward rota  planning for each service with  additional on-call support  available in the event of nonattendance  of isolated staff  on contract, or agency  backup staff who might not  be available to cover due to  isolation or illness too.  Consult with relevant commissioners to plan ahead and risk manage lower staffing levels should this be needed  Submit relevant notifications to CQC  Temporary relocation of staff to cover absence from other services  Register with additional care agencies.  Further information:    [ProviderC19Q@hants.gov.uk](mailto:ProviderC19Q@hants.gov.uk)  Contact Pharmacies to seek  reassurance that  arrangements are in place to  supply medicines in a timely manner  Contact GPs to prescribed alternative medications as a last resort.  Report issues to your  community pharmacist. If this  does not satisfactorily resolve  the issue then contact the  \*NSDR centre (National  Supply Disruption Response  Centre  It is essential that OEL residents  have continuity of supply for  End of Life Care medicines,  epilepsy medicines, pain  relief, and other supplies –  identify an alternative  supplier and make contact, as  necessary.  Ensure the \*NSDR contact  number is available to staff.  Check stock with our  suppliers. Consider if  alternative products may be  available. Our primary  supplier, Redland, have  confirmed there are  limits in place for ordering of  clinical masks and hand gels.  Early ordering has and is  already taking place to  ensure supplies reach OEL homes  • Extra supplies are being held  at OEL head office, to be distributed on request  • Identify alternative  suppliers in the event of  shortages  Contact LA for additional stocks  weekly audits to be completed of stock levels and forwarded to op’s manager.  • Utilities:  Consult each home’s  Emergency Plan for detailed  guidance surrounding  contingency planning in the  event of loss of utility  services.  • Electrical:  (fire/electrical/emergency  lighting) have confirmed they  have sufficient stock for 6  months of products that may  be affected.  Waste management: Monitor  local council website for any  disruption in waste collection  services. Contact waste provider to ascertain  contingency plan for clinical  waste collection/disposal  • Food: Some fresh food  products may be in short  supply due to public panic  buying or deliveries impacted  Consider  alternative food products  Consider adding additional  products with longer shelf life  to weekly shops, without  excessive stockpiling to  cause serious shortages for  others.  OEL have stocked piled some long-life foods and frozen if Services cannot complete weekly shops | Registered Managers and Senior Leads  Registered Managers and Senior Leads  Registered Managers and Senior Leads | Ongoing  Ongoing  Ongoing |

INFORMATION PROVIDED BY PUBLIC HEALTH ENGLAND FOR THE SOCIAL CARE SECTOR:

**Actions to take if staff come into contact with someone who is self-isolating or is a possible or confirmed case of COVID-19**

This guidance is intended for the current position in the UK of COVID-19 in the community.

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020, which has since spread worldwide.

The incubation period of COVID-19 is between 2 to 10 days. This means that if a person remains well 10 days after contact with someone with confirmed coronavirus, they have not become a positive case.

**Signs and symptoms of COVID-19**

The following symptoms may develop in the 10 days after exposure to someone who has COVID-19 infection:

* The main symptoms of COVID-19 are:
* new continuous cough and/or
* fever (temperature of 37.8°C or higher)
* anosmia (loss of the sense of smell and/or taste)
* Other symptoms that may indicate COVID-19 in care home residents include:
* new onset of influenza like illness
* worsening shortness of breath
* delirium, particularly in those with dementia

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer, and chronic lung disease.

**How COVID-19 is spread**

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 metres) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions containing the virus are most likely to be the most important means of transmission; these are produced when an infected person coughs or sneezes, in the same way colds spread.

There are 2 main routes by which people can spread COVID-19:

• infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs

• it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching doorknob or shaking hands then touching own face). Our current understanding is that the virus does not survive on surfaces for longer than 72 hours.

**How long the virus can survive**

How long any respiratory virus survives will depend on several factors, for example:

• what surface the virus is on

• whether it is exposed to sunlight

• differences in temperature and humidity

• exposure to cleaning products

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 72 hours. Regular cleaning of frequently touched hard surfaces and hands will therefore help to reduce the risk of infection.

**Preventing the spread of infection**

COVID – 19 vaccinations that are currently available have shown to be safe and effective at preventing COVID -19 and severe illness.

There are general principles anyone can follow to help prevent the spread of respiratory viruses, including:

• 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. Guidance is available on hand washing.

• covering your cough or sneeze with a tissue, then throwing the tissue in a bin. See Catch It, Bin It, Kill It

• people who feel unwell should stay at home and should not attend work and arrange to take a PCR test.

• employees should wash their hands before:

• before leaving home

• on arrival at work 13

• after using the toilet

• after breaks and sporting activities

• before food preparation

• before eating any food, including snacks

• before leaving work

• on arrival at home

• avoid touching your eyes, nose, and mouth with unwashed hands • clean and disinfect frequently touched objects and surfaces

• if staff are worried about their symptoms or those of a family member or colleague, please call NHS 111. They should not go to their GP or other healthcare environment.

• see further information and the Public Health England Blog and the NHS UK page.

**Guidance on facemasks**

Current Government guidance advises people to wear a face covering in public places/enclosed places where social distancing cannot be maintained i.e., public transport and shops unless you are except or have a reasonable excuse. [www.gov.uk](http://www.gov.uk)

PHE recommends that the best way to reduce any risk of infection for anyone is good hygiene and avoiding direct or close contact (within 2 metres) with any potentially infected person.

**What to do if an employee becomes unwell and believe they have been exposed to COVID-19**

If staff, member of the public or resident becomes unwell in the workplace, the unwell person should be removed to an area which is at least 2 metres away from other people. If possible, find a room or area where they can be isolated behind a shut door, such as a staff office. If it is possible to open a window, do so for ventilation.

The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms. If the person affected is not able for any reason to call NHS 111 themselves then a staff member should call on their behalf. Whilst they wait for advice from NHS 111 or an ambulance to arrive, they 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 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.

**What to do if someone with confirmed COVID-19 has recently been in the office, workplace, or residential setting**

Closure of the office, workplace or residential setting is not recommended.

The management team of the office or workplace or residential setting will be contacted by the Public Health England (PHE) local [Health Protection Team](https://www.gov.uk/guidance/contacts-phe-health-protection-teams) to discuss the case, identify people who have been in contact with them and advise on actions that should be taken.

An assessment of each setting will be undertaken by PHE’s local Health Protection Team with the lead responsible person. Advice on the management of staff, members of the public or residents will be based on this assessment.

The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.

**What to do if someone in the office, workplace or residential setting has had contact with a confirmed case of COVID-19**

If a confirmed case is identified in this setting, the local Health Protection Team will provide the relevant people with advice. It is important to follow the advice of the local Health Protection Team.

Contacts are not considered cases and if they are well, they are very unlikely to spread the infection to others:

• those who have had close contact will be asked to self-isolate at home or in their own room in a care or residential home for 14 days from the last time they had contact with the confirmed case and follow the home isolation advice sheet

• they will be actively followed up by the Health Protection Team

People who have not had close contact with the confirmed case do not need to take any precautions and can continue their routines as usual.

**Cleaning the office, workplace, or residential setting where there are confirmed cases of COVID-19**

The local Health Protection Team will provide advice on cleaning. Coronavirus symptoms are like 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

**Rubbish disposal including tissues**

All waste that has been in contact with the individual, including used tissues, continence pads and other items soiled with bodily fluids, should be put in a plastic rubbish bag and tied. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the COVID-19 test result is available, which will be within 24 hours.

If the individual tests negative, this can be put in the normal waste.

**If the resident requires urgent medical attention**

If the resident is critically ill and requires an urgent medical attention or ambulance transfer to a hospital, inform the ambulance call handler of the potential links to COVID-19.

Following the resident transfer to hospital, the room should be closed and should not be used until further advice is provided by the local Health Protection Team.

**If the resident has a negative COVID-19 test**

If after assessment the person has a negative test, then no further action is required.

If the person has a positive COVID-19 test

If after assessment the person has a positive test, you will be advised on any further actions, depending on your recent exposure to the resident.

**What social, community and residential care settings need to do now**

You may find it helpful to know about your local health protection team in advance of any outbreak of disease.

Health Protection Teams are part of Public Health England and will provide advice and guidance on infectious disease and non-infectious environmental hazards, manage and control outbreaks of infectious disease in the community and are a source of expert advice on new infections.

**Record useful contact numbers, resources, and sources of additional information:**

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| Public Health England Updates | <https://www.gov.uk/coronavirus> |
| Hampshire Adult Social Services: Out of hours calls will be redirected or triaged with call back | 0300 5551386 |
| Non-Emergency NHS Medical Helpline | 111 |
| MEDICAL EMERGENCY | 999 |
| Non-consumable clinical supplies – Redland Healthcare | 0118 956 0800 |
| CQC notification by registered managers | 03000 616161 |

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| Hampshire and Isle of Wight HPT (Southeast)  This team covers:  • Hampshire  • Isle of Wight  Contact  Contact Hampshire and Isle of Wight HPT (Southeast)  Public Health England  Fareham Borough Council, Civic Offices, Civic Way, Fareham Hampshire PO16 7AZ  [EmailHIOW@phe.gov.uk](mailto:EmailHIOW@phe.gov.uk); [phe.hiow@nhs.net](mailto:phe.hiow@nhs.net) (option 1 to 4 depending on area)  Out of hours advice0844 967 0082 |  |

**National Supply Disruption Response (NSDR)**

If you experience disruption to your supplies or feel there is potential for disruption to social care services and no immediate resolution is available, you can report it to the NSDR. The NSDR can help with disruption to the supply of medicines and vaccines, medical devices, and clinical consumables that normal procedures cannot resolve. It does not matter what the cause of the disruption is.

You should have the following information available when contacting the NSDR:

• details of the disruption and causes

• anticipated disruption and causes

• products or services affected

• how important these products or services are in providing social care

• potential alternative products or service providers

• the likely impact of the disruption

• how many providers and/or people in care could be affected (by region or country where applicable)

\*\*Local Resilience Forums (LRFs) are multi-agency partnerships made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency, and others.