

Hollacombe CRC Standard Operating Procedure including risks

Recovery of service

Purpose of this Document

Hollacombe Community Resource Centre is a day service for young people and adults who have a profound and multiple learning disability who may also have complex health and social needs. Hollacombe has been closed since the 17th March 2020 due to the Coronavirus Outbreak. Daily contact has been made with families and care agencies to ensure individuals are maintaining their health and well-being as far as possible and staff have been supporting people in a variety of ways. Several weeks on and some individuals are starting to struggle without being able to access Hollacombe. For instance some people have experienced an increase in anxiety and distressed behaviours and others are deteriorating physically due to families and carers being unable to follow their daily physiotherapy routines. There is also a concern from some carers that the person is becoming institutionalised in their own homes and the longer they are there developing new routines the more difficult it is going to be for them to adapt back to normal life. Quality of people's lives also needs to be taken into consideration. Therefore there is an appetite from carers both paid and unpaid to open Hollacombe for those people who are becoming more anxious and stressed and those who's health is deteriorating. Whilst we have been able to support some people from home the number of people requiring this support is increasing and we do not have the staff numbers to continue to meet the demand supporting in the community. The RAG system will be used to determine which people are most at risk being isolated at home. This SOP is to be followed to allow for Hollacombe to reopen to those people ensuring the risk of contracting Covid-19 is mitigated as far as possible when attending or working at Hollacombe CRC.

Competencies required

Specific Training required by all staff members as a result of the pandemic:-

- Infection Control including reporting and dealing with a case or outbreak
- Donning and Doffing
- Health and Safety
- Administration of medication
- Resuscitation and Covid-19

Leads/managers need to be compliant with Mental Capacity Act 2005
How to access testing if any symptoms are reported by clients or staff

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Procedure

Social Distancing

- Hollacombe is a large building with several rooms and a large secure garden. Signage will indicate safe practice and usage of rooms
 - Each room has been measured and there are clear numbers on each door stating how many people can be in each room at one time. Rooms are arranged to ensure chairs/tables etc are arranged to ensure they are 2 metres apart.
 - There is adequate office space to ensure social distancing guidelines can be met and there is limited sharing of equipment.
 - Activities are organised to comply with social distancing guidelines as far as possible. People are supported during activities with staff members sat/stood to their side, not face to face.
 - Hollacombe will operate a bubble of support. Staff and Clients will stay in the same group throughout the week. Each of Hollacombe's vehicles' will be a bubble and those people will remain in that bubble within Hollacombe. Each person who attends Hollacombe will receive their service in the same base room supported by a consistent team of staff omitting the need to move around the centre for different activities and reduce contact between people as much as possible. The only time some people will need to move is to use the bathroom. There are bathrooms assigned to each room to limit cross infection which will be for each bubble. Office staff will have access to identified toilet facilities.
 - Each room has its own entrance which people will use to enter and leave the building. People will be greeted at the front of the building where 2 meter lines are clearly marked. The arrival and departure of people will be staggered to minimise the amount of people in the car park/entrance.
 - The floor plan below explains the layout more clearly – B denotes Bathroom.
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- People who wander and do not understand social distancing are supported on a one to one basis at all times and are encouraged to stay in one area. Areas where they do wander are disinfected regularly.

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Use Of Garden

- Base rooms who have an area of garden outside of their rooms will use this area.
- Other base rooms will use the main garden on a rota basis.
- All garden furniture and equipment will be disinfected after use.

Eating and drinking

- Each room has its own facilities to make hot and cold drinks and each room will have a facility to heat up food with a thermometer to check temperature. People bring their own food in each day specific to their dietary needs and SALT guidelines.
- Dishes will be collected in boxes from outside each room at the end of the day and washed in the main kitchen to ensure they are washed at a high temperature.
- Staff members bring in their own food and are discouraged from going to local shops during break times.

Infection Control

- Manager/Leads to ensure they are up to date with the latest Infection control guidance and all staff are trained in the necessary procedures.
- Administrator will check PPE supplies daily to start with and order items required to ensure sufficient stock at all times.
- Administrator responsible for using alcohol wipes to wipe down items delivered to the centre.
- Hand sanitiser supplied at each room entrance and everyone encouraged/supported to use.
- People are supported to wash their hands regularly for 20 seconds with running water and soap.
- Personal care beds and equipment cleaned after each use.
- Good respiratory hygiene will be encouraged through promotion of 'catch it, bin it, kill it' approach.
- Whilst supporting people that requires a distance less than 2 meters such as during personal care or eating and drinking PPE will be worn as per guidance.
- Staff and people who attend Hollacombe will be asked to wear clean clothes each day where possible.
- Each staff team to ensure base rooms including equipment are thoroughly disinfected regularly throughout the day and at the beginning and end of the day.
- Office space will be wiped down at the end of each day and when there is a change of use between staff.
- Unnecessary items will be removed from rooms including items that are difficult to clean.

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- Cleaning contractor in place – building cleaned once a day. Manager to ensure that Cleaning Contractor is made aware of high risk areas and that they are complying with Government guidelines. Cleaning contract risk assessment attached.
- Areas suspected positive Covid-19 person has been to be disinfected immediately person has left using a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine. Any clinical and general waste from that area should be double bagged and held separately for 72 hours before being disposed of or as per latest government guidance.
- Cleaning cloths/mops etc re suspected Covid-19 to be disposed of straight after use – placed in an orange bag and put in the clinical waste bin outside.
- Any items that are heavily contaminated with bodily fluids and cannot be cleaned are to be disposed of.
- When using chlorine products PPE should be worn.

Laundry

- For a suspected covid positive person follow latest government guidelines for clothing.
- Hollacombe has 2 washing machines. 1 machine to be used for kitchen towels and the other for bath towels/blankets etc and when necessary people's clothes.
- Dirty laundry not to be shaken to minimise the possibility of dispersing virus through the air.
- Red bags to be used to place dirty clothes into to carry from person to washing machine to reduce transmission of infection.
- Anything used to transport laundry such as a laundry basket should be cleaned after use.
- Rota in place for each base room to wash their laundry. Laundry room to be kept tidy and cleaned after each use.

Ventilation

- Desk fans are not to be used around the building
- Hollacombe has mobile air con units which can be used as they use a fresh air supply.
- Windows will be open in all rooms.

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Activities

- Sensory items specific to individuals are to be kept in a box with their name on and disinfected after each use.
- Sand should not be used unless individuals' have their own sand box labelled clearly with their name.
- All equipment such as bag books, musical instruments to be disinfected before and after use.

Medication

- Individual's medication will be kept locked in their base room along with MAR sheet and any relevant information mitigating the need for members of staff to travel room to room administering medication.
- There will be a minimum of two members of staff trained in administration of medication in each bubble who will follow the Medicines Management for Hollacombe Community Resource Centre SOP.

Person becoming unwell

- At the first sign of a person developing symptoms compatible with coronavirus, look to take temperature & sats using full PPE – a new continuous cough, high temperature, loss or change in taste and smell – the person will be isolated immediately in room 10 with the door closed and windows open. A member of staff from their room will support them. Arrangements will be made for them to return home as soon as feasible and arranging a test for as soon as possible. The member of staff supporting will wear PPE – disposable gloves, a disposable apron and a fluid-resistant surgical face mask. If there is a risk of splashing from the eyes, for example coughing, spitting or vomiting, then eye protection will be worn.
- Manager/person in charge to inform PHE on 0300 303 8162 and Trust infection control team on 01803 655757.
- Person should self-isolate for 14 days along with any household members, or until a negative test result is confirmed.
- If the test is negative and the person is feeling well they can return to Hollacombe after 14 days.
- Emergency call system in place if a room requires immediate assistance.
- Individual's protocols followed if they become unwell.
- 999 called in an emergency or if advised by G.P.
- If emergency services decide to take person to A&E dedicated person to go with them. Carer informed and arrange to meet them at the hospital. Hospital protocols to be followed including covid-19.

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Confirmed case of Covid-19

- If a person test's positive the other people in their base room, including staff will be sent home and advised to self-isolate for 14 days. See Communication below. If people isolating start exhibiting symptoms, testing should be arranged, they should notify Manager/Person in charge and the day service will let PHE know.

Transport

Hollacombe

- Driver and escort to wear PPE at all times in line with government guidelines.
- Vehicles will be disinfected at the end of each day.
- Vehicles will have plans for the order in which people are to be loaded and unloaded in - by driver and escort. Each person will be greeted by a member of staff from their room.
- Vehicle seating plan to be followed to ensure social distancing can be maintained on them as far as possible.

Other e.g. taxi

- Keyworker at Hollacombe to contact relevant person/company to ensure when transporting people they have the correct infection control procedures in place.

Health and wellbeing of staff

- Senior member of staff in each bubble room will ensure the bubble staff team in their room get appropriate breaks and not associate with other bubble staff. During nice weather staff will be encouraged to take their break in the garden.
- Staff to receive regular supervision.
- Individuals' risk assessments to be completed & reviewed regularly.
- Hollacombe has a Mental Health 1st Aider who takes responsibility for sharing information such as EAP, coaching, helplines, useful websites etc. Topics are discussed regularly at morning meetings.
- Signpost to Trust's wellbeing resources.

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Communication

- There will be clear information communicated with carers via a letter and telephone conversations regarding the process's in place and what is expected of them with regards to dropping off/picking up, daily hygiene, protocol if someone has Covid-19 symptoms etc.
- Unpaid Carers will be encouraged to use Microsoft Teams in order for core group meetings and reviews to go ahead. If they do not have access to appropriate IT equipment and infrastructure then to link them to ASC 01803 219700 for a carers assessment.
- Staff members in each bubble will meet at the beginning of each day in the dining room to receive any relevant updates with regards to Covid-19 advice and guidelines and discuss any changes required to the service to accommodate them.
- Any other concerns will also be discussed and problem solved or escalated.
- All relevant information is displayed clearly in the bubble rooms.
- Hollacombe has a call system via phones in each room which are linked. Walkie talkies are also available. The system will be used for teams/managers etc to communicate with each other reducing the movement in the building
- In the event of a suspected or confirmed case, letters will be sent to the Bubble clients, staff and family members in discussion with PHE.
- Manager/person in charge to liaise with the Silver Team on 01803 656592 or 656593.

Visitors/Contractors

- Infection control procedures explained on arrival.
- Only essential visitors welcomed.

Fire Procedure

- Hollacombe's fire procedure to be followed in the event of a suspected fire or the alarm sounding.
- Building to be evacuated as normal but staff to be mindful of social distancing whilst doing so.
- People to be supported to social distance where possible at the assembly point.

RAG Rating

RAG Information re each person to be inserted here.

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Risk Assessment

S: Severity of risk score **L:** Likelihood score **R:** Current risk score

Risk	Control Measures in place	Current Risk			Further Actions Required
		S	L	R	
Person becoming unwell at centre	Infection Control procedure followed – isolate person – person to be picked up or taken home asap – area disinfected etc. People who have been in contact with person to follow self-isolation guidelines.	5	2	10	None required
Complying with Social distancing guidelines	Hollacombe is a large building which can easily accommodate all of the red RAG rated people and staff support ensuring social distancing measures the majority of the time – see Infection Control. It will be clearly stated on the door of each room the maximum number of occupants it can hold to ensure social distancing measures.	5	2	10	None required
Infection Control	Contract cleaner in place on a daily basis – staff support this by daily disinfecting areas such as door handles, security pad, manual handling equipment etc. Buses are fully disinfected on a daily basis. PPE guidelines followed – worn when there is a need to support people closer than 2 metres i.e. personal care, eating and drinking, physiotherapy. Ensure PPE supplies are kept stocked.	5	1	5	None required
Hollacombe Transport	People are transported by various means. Personal distance will be maintained on our vehicles by distancing where people are seated (including driver and escort) and increasing journeys to and from centre to accommodate this. If Hollacombe staff have any concerns regarding a person having symptoms they will not bring them to the centre.	5	1	5	None required

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Taxi companies not resuming service	Several people rely on wheelchair taxis and specific drivers to transport them to and from the centre. Contact will be made with the relevant companies to ensure they are working and available to resume service for individuals. Hollacombe transport can support until alternatives are found if regular taxi companies are not able to support.	3	2	6	Consideration given to procurement process re taxi companies if not enough availability.
Contractors aren't up and running and therefore any maintenance issues or SLA's may not be resolved.	Hollacombe has its own general assistant to do general maintenance of the building. Manager in contact with Community Estates Lead to ensure contractors are available.	4	1	4	
Staff who have been reassigned may still be needed in their role.	This will only be a concern if Hollacombe is fully operational with all of the people accessing a service again. Managers to continue to stay in regular contact with each other and for the reassigned manager to be given at least 2 weeks' notice.	3	1	3	None required

References

<https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

https://www.nationalfirechiefs.org.uk/write/MediaUploads/COVID-19/Protection%20documents/NFCC_Protection_-_COVID-19_Protection_Advice_to_Businesses_-_9_April_-_FINAL.pdf

HAS16.08: RISK ASSESSMENT

		Severity		
		Low	Medium	High
Likelihood	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium

Assessment No:	Location	Assessor:	Date Created/Revised
T – GRA 001 Rev 2	All locations	Area Manager	22/05/2020

Task Assessed:

Cleaning activities during Coronavirus, COVID - 19
This is in addition to, and not instead of, existing general cleaning Risk Assessments

Ser	Hazards Identified	Risks and who might be harmed and how	Risk Rating	Current Controls	Risk Rating	Further Action	
						Y	N
01	Exposure to COVID 19 Infection of staff from localised contact following confirmed case of Coronavirus at establishment to be cleaned.	<p>Staff/Cleaners Cleaning staff Most at Risk are:</p> <ul style="list-style-type: none"> Clinically extremely vulnerable individuals –those that have received a letter advising them they are in this Group. Clinically vulnerable (but not extremely clinical vulnerable) individuals who cannot work from home. <p>Health impacts from COVID-19 vary from mild flu like symptoms to in severe cases death.</p>	H	<ul style="list-style-type: none"> Clinically extremely vulnerable employees strongly advised not to work outside of home. Clinically vulnerable (but not extremely clinical vulnerable) individuals Offered an option of the safest available on site role enabling them to stay 2m away from other members of staff at all times. Identify if these people can travel alone in their own transport (or walk, or cycle if it is safe to do so) when getting to and from work. The use of Public Transport is advised against. <p>Prior to entering the work place:</p> <ul style="list-style-type: none"> Ensure back to work process has been explained by Line Manager and Employee is fully aware. The back to work video has been received and viewed. <p>When in the workspace:</p> <ul style="list-style-type: none"> Maintain 2m social distancing at all times. Wash hands regularly using soap and water. Make regular announcements to remind staff to follow social distancing advice and wash their hands regularly. Provide support for workers around mental health and wellbeing. 	L	Y	

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				<p>Inform Line Manager if you develop:</p> <ul style="list-style-type: none"> • A high temperature. • A new continuous cough. • A loss of, or change in your normal sense of taste or smell (anosmia). 			
02	Possible infection of staff from localised contact following possible case of Coronavirus at establishment to be cleaned.	Staff/Public/Contractors Health impacts from COVID-19 vary from mild flu like symptoms to in severe cases death.		<p>No cleaning is to be undertaken until 72 hours has lapsed or assessed to be safe. Confirmation of hospital test result to be known prior to entering room</p> <ul style="list-style-type: none"> • Advice to be sought through Public Health England (PHE). Contact Health and Safety team for further advice. • Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal. • Refer to Norse Procedure TPR001 Covid-19 Guidance. • All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including: • All potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells • Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below: • Use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.) and follow manufacturer’s instructions for dilution. Application and contact times for all detergents and disinfectants or if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses. • Avoid creating splashes and spray when cleaning • Toolbox talk on the way COVID-19 is spread. • Suitable and sufficient PPE is to be worn at all times. • Cleaning activities will take place in the normal manner as for 	L		

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				<p>normal cleaning activities with the exception when an 'Increased' clean is requested'.</p> <ul style="list-style-type: none"> • An increased formal cleaning regime is underway. Employees are cleaning particular areas which include touch points e.g. flush handles, door/draw handles, push pads cleaning equipment more often (keyboards, work surfaces etc.). • Disposable gloves, disposable apron and in exceptional circumstances disposable particle masks. • Hand sanitisers have been placed in the workplace. • Extra hygiene requirements (handwashing etc.) are enforced. • Multi-use handtowels are not used to dry hands. • This information has been passed onto employees. • All waste is to be bagged and tied and placed in a further waste bag and tied, and left for 72 hours then disposed of in normal waste stream. 		
03	Infection from contact with contaminated waste - Contact with contaminated waste generated during cleaning process.	Staff, public and waste contractor.		<p>As above plus: Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):</p> <ul style="list-style-type: none"> • Should be put in a plastic rubbish bag and tied when full. • The plastic bag should then be placed in a second bin bag and tied. • It should be put in a suitable and secure place and marked for storage until the individual's test results are known. <p>Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.</p> <ul style="list-style-type: none"> • If the individual tests negative, this can be put in with the normal waste. • If the individual tests positive, then store it for at least 72 hours and put in with the normal waste. • If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. 		

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				They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.			
04							
05							
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FURTHER ACTION REQUIRED:				
Residual Risk	Corrective Action	Why and the Benefit	By Whom	By When
Any potential exposure	Maintain high levels of individual hygiene.	Prevent the risk of any contamination and risk of infection Covid – 19.	All	24/7 until further notice
Approval			Comments:	
Assessors Signature			This assessment will be revised as new information is released from PHE or the Chief Medical Officer. Any concern regarding entry in to a premise must be referred to the Senior HS Manger.	
Approved by Name				
Approved by Signature				
Approved Date				

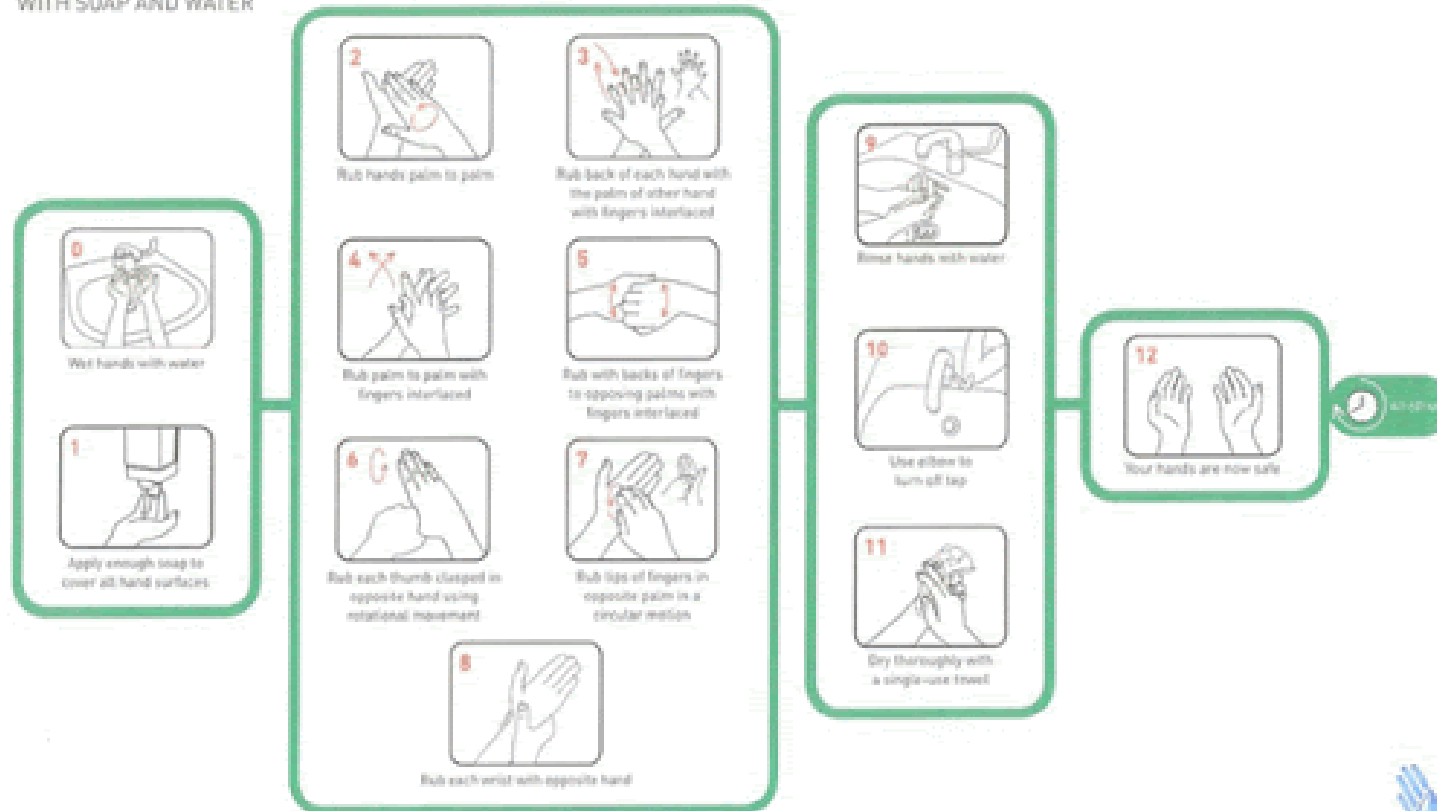
Review date	Reviewed by	Signature	Date

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HAND CLEANING TECHNIQUES

How to handwash?

WITH SOAP AND WATER



www.npsa.nhs.uk/cleanyourhands

Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care 1/04



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