

London Resource Pack to support the reopening of Building based Day Opportunities for vulnerable people during COVID-19

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Version 1

This London guide is designed to complement and not replace local guidance and professional judgement. Due to rapid changes to guidance during Covid-19, please check when using links to national and other guidance that it is the most up to date revision.

Risk Assessments

Providers will need to ensure they create a COVID secure building and make changes to reflect the social distancing and hygiene requirements with the aim to prevent the onward transmission of COVID-19.

Complete a Service risk assessment for COVID-19 **before opening a service**

Consider the risks from resuming services; employees and service users returning to work and ensure relevant procedures are in place. If possible, ensure that staff only work in one day care setting (including agency staff).

Discuss any additional support that may be needed to ensure staff and volunteer wellbeing and consider how this can be put in place and provide regular opportunities to get feedback from staff and volunteers on new arrangements.

Schedule a review of operational matters and wellbeing.

The risk assessment of returning to work planning needs to consider:

- The risks associated with the resumption of services including activities where participants are less likely to be able to socially distance
- The risks associated with the service/activities
- Activities that involve increased blowing or breathing out – for example, singing or exercise. Currently, live singing is not recommended
- The introduction of new procedures and processes that need to be applied
- Communication with employees and service users and families regarding changes
- Ongoing risk management of infection control

Review existing risk assessments, considering any changes in light of social distancing that may affect activities

Ensure that plans for the date the centre will reopen and any stages this may involve are clearly communicated to all staff, volunteers, service users and family members.

Planning for re-opening

Before re-opening building based services the provider will need to be confident that Public Health England/UK Government guidance has been followed.

Consider the following:

- infection control
- communications
- supporting service users, carers, staff, volunteers and yourself
- risk assessments

Government guidance requires a provider to ensure:

- that all appropriate risks have been considered and mitigated to minimise transmission of Coronavirus
- enhanced cleaning and hygiene protocols have been put in place
- all reasonable steps to maintain safe distancing requirements are implemented

Planning for re-opening (2) For further guidance see:

- <https://www.kcl.ac.uk/scwru/res/arc-sl/unlock-lockdown>
- <https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities>
- <https://www.scie.org.uk/care-providers/coronavirus-covid-19/day-care/safe-delivery/assessment#specific>
- The SCIE guidance is about face-to-face adult day care provision in England and includes practice examples from authorities across the country

Planning for re-opening (3) Health and safety check of the premises

- If the site/premises has been out of use, consider undertaking a health and safety check of, for example, hot/cold water systems (including legionnaire's checks), gas safety, fire safety, kitchen equipment
- security including access control and intruder alarm systems, ventilation. The guidance for schools may be helpful: <https://www.gov.uk/government/publications/actions-for-schools-during-the-coronavirus-outbreak/guidance-for-full-opening-schools>
- Consider arranging a 'deep clean' if the premises is under your control – or ask the owner about this.
- Consider if fire alarm procedures need to be adjusted (e.g. assembly points)
- Review visitor procedure for suppliers, contractors, maintenance staff and any other external visitors to enter the setting?

Risk assessment of Services

Communal areas should be managed to control mixing – consider room or area dividers, (e.g. bookcases, tables), floor markings to help people stay in different parts of the room?

If practicable (given the building and service user characteristics), consider space and how it can be best used to keep small, consistent groups of service users, volunteers, and staff together throughout the day, and to keep the groups apart from each other as far as possible.

Small group rooms could have materials for activities and equipment divided between them

Consider staggering lunch times or other breaks and time service users arrive and leave

Review transport plans – how will hygiene and distancing operate and will service users and/or drivers be required to wear a face mask when travelling to the centre in a vehicle arranged by the centre? Where possible ask families if they can provide transport

Government advice is to remove items that are hard to clean, such as those with intricate parts, and remove soft furnishings (e.g. cushions, rugs, blankets, soft dolls). Consider replacing or covering fabric seating in a non-absorbent material?

Make a list of areas and surfaces which are frequently touched such as door handles and sensory equipment so you know what will require more frequent cleaning

Consider when face masks/ coverings should be used, having enough hand washing/ sanitising stations and signs to encourage good hand hygiene

Consider food preparation – you may want to ask people to bring their own food and refreshments and only supply food to those unable to do so.

Resources:

- [Guidance for transport providers](#)
- [Guidance for transport users](#)
- [Guidance for food businesses](#)

Risk assessment of Services (2) - Ventilation

Goal:

- Create airflow in rooms to promote smaller droplets and aerosol to fall to floor
- Measure CO2 levels – a well ventilated room has around 800 ppm of CO2 or less (outdoor levels are 400 ppm)
- Place a fan by a window blowing air out *
- Open door and 2 or more windows to create a through current
- Add a portable air cleaner **

Limitations:

- Temperature
- Physical structure:
 - Some rooms may be unusable if no ventilation possible
 - If ventilation restricted may need shorter contact times
 - Reduce contact time in single room

Resources:

* <https://theconversation.com/how-to-use-ventilation-and-air-filtration-to-prevent-the-spread-of-coronavirus-indoors-143732>

** https://docs.google.com/spreadsheets/d/1NEhk1IEdbEi_b3wa6gl_zNs8uBJjISS-86d4b7bW098/edit#gid=1882881703

AEROSOLS evidence - <https://jamanetwork.com/journals/jama/fullarticle/2768396> July 13, 2020. doi:[10.1001/jama.2020.12458](https://doi.org/10.1001/jama.2020.12458)

Risk assessments for people who use the service

Preference and views on returning to the day centre

What support services they can currently access – has this been effective

Wellbeing of carers.

Any safe guarding concerns

Care and support needs and any changes in mental, cognitive or physical wellbeing.

Individual risk assessments can also help prioritise who is in most need of face to face support

Supporting service users with learning disabilities

People with learning disabilities may be **at greater risk** of infection because of other health conditions or routines and/or behaviours. It is important that staff are aware of the risks to each person and reduce them as much as possible. **This will mean significant changes to the persons individual plan and risk assessment when using a day service.** it is important to manage the risk and support them to remain as safe as possible.

You may need help or remind an individual to wash their hands:

- Use signs in bathrooms as a reminder
- Demonstrate hand washing
- Alcohol-based hand sanitizer can be a quick alternative if they are unable to get to a sink or wash their hands easily.

To minimise the risk to people if they need to access health care services use supportive tools if possible such as a hospital passport and/or Coordinate my care.

If you are aware that someone is being admitted to hospital, contact your local community learning disability service ([click here](#)) or learning disability nurse within the hospital.

Resources

Easy [read poster](#) explaining why staff are wearing PPE

MCA and DoLS COVID 19 [guidance](#) and [summary](#)

Tool to support monitoring for signs of deterioration [STOP and WATCH](#)

Protecting extremely vulnerable people: [Government guidance](#)

<https://www.coordinatemycare.co.uk/>

Think ([Consider using the STOP and Watch Tool](#))

Is something different? Is the person communicating less, needing more help than usual, expressing agitation or pain (moving more or less), how is their appetite

Does the person need extra help to remain safe and protected?

Ask

How can we engage the person to ensure that they understand the change in activities.

Do

Allow time to remind the person why routines may have changed.

Develop new individual plans with the person and their family

Supporting people living with dementia

People with dementia have often had a **significant change in their routine**. You may find that their memory or some of their abilities have worsened during lockdown. People with dementia maybe at greater risk of infection. If people with dementia become unwell they might get **more confused, agitated or more sleepy** (delirium).

People with dementia may behave in ways that are difficult to manage such as **walking with purpose** (wandering). Behaviour is a form of communication, often driven by need. Someone could be hungry, in pain or constipated, they might be scared or bored. Ask someone walking if there is something that they need, try activities they like with them and if possible go for a walk with them.

People with dementia may need help or reminders to **wash their hands**. Use signs in bathrooms as a reminder and demonstrate hand washing. Alcohol-based hand sanitizer can be a quick alternative if they cannot get to a sink or wash their hands easily but remember to store this safely as per your local policy to avoid ingestion.

People may find being approached by someone wearing **PPE frightening** - It may be helpful to laminate your name and a picture of your role and a smiley face.

Resources

[Reducing anxiety for people with dementia when wearing PPE](#)

[Communication cards](#) can help to talk about COVID-19

- HIN activities [resources](#) during COVID-19
- Mental Capacity Act and Deprivation of Liberty Safeguards (DoLs) COVID 19 [guidance](#) and [summary](#)

Think

- Could the person be unwell? Are they frightened?
- Do they need extra help to remain safe and protected?

Ask

- Have I done all I can to understand their needs?
- What activities do they like to do?

Do

- Up date the persons care plan
- Introduce yourself and explain why you are wearing PPE
- Allow time to remind people why routines may have changed

Post Day Services Opening: Suspected Coronavirus Care Pathway

Suspected Cases

Consider COVID-19 infection in an individual with any of the following:

- New continuous cough, different to usual
- High temperature ($\geq 37.8^{\circ}\text{C}$), shivery, achy, hot to touch
- Loss or change to sense of smell or taste

Individuals may also commonly present with non-respiratory tract symptoms, such as new onset/worsening confusion or diarrhoea and other subtle signs of deterioration.



When working with a person who lacks the relevant mental capacity during the COVID-19 pandemic, please follow [government guidance](#).

Isolate and Monitor

If an individual shows COVID-19 symptoms, they should be isolated within the service immediately.

The person should be escorted home with staff wearing PPE

The space used by the user should be cleaned and disinfected using regular cleaning products, before being used by anyone else

The service user and family should be advised of the length of self-isolation and regarding how to get a test for COVID:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice>

NHS Test and Trace (collecting attendee data)

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers, visitors and staff for 21 days, in a way that is manageable for your organisation, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

How to access Personal Protective Equipment (PPE):

- Order PPE through your normal supplier. If this isn't possible arrangements have been made with seven wholesalers to provide PPE to the social care sector.
- Contact your Local Authority if you are still unable to get PPE provision

Resources and Support for Staff

- [RIDDOR reporting of COVID-19](#)

COVID-19 Infection prevention and control (IPC): [Guidance](#)

Infection Prevention and Control

- Follow the guidance on [handwashing and social distancing](#)
- Follow the [guidance](#) to see if you should be using PPE
- Use [Infection Control guidance](#).
- Masks should be worn **when staff are unable to socially distance with service users**
- Masks can be used continuously, depending on [different scenarios](#)
- Some activities will need to be risk assessed on an ongoing basis in line with wider guidelines. These include:
- Activities involving shared objects (for example, games involving shared objects such as inflatable balls, parachutes, or a dice). The use of clean objects is advised.
- Playgrounds, activity areas and sensory rooms. Consider the guidance on avoiding soft furnishings, regular cleaning and outdoor areas
- Activities where participants are less likely to be able to, or remember to, socially distance
- Activities that involve increased blowing or breathing out – for example, singing or exercise. Currently, live singing is not recommended

Resources

Infection Control: [Guidance](#)

Best practice - How to hand wash: [Poster](#)

Resources

PPE in all settings: [Guide](#)

Personal Protective Equipment from Public Health England and the NHS: [Video](#)



Public Health
England



COVID-19 Safe ways of working

A visual guide to safe PPE

The infographic is divided into two columns. The left column, titled 'General contact with confirmed or possible COVID-19 cases', shows a person in an orange apron and blue gloves. The right column, titled 'Aerosol Generating Procedures or High Risk Areas', shows a person in a blue gown, blue gloves, and eye protection. A central box lists general PPE instructions.

General contact with confirmed or possible COVID-19 cases	Aerosol Generating Procedures or High Risk Areas
Eye protection to be worn on risk assessment	Eye protection eye shield, goggles or visor
Fluid resistant surgical mask	Filtering facepiece respirator
Disposable apron	Long sleeved fluid repellent gown
Gloves	Gloves

Clean your hands before and after patient contact and after removing some or all of your PPE

Clean all the equipment that you are using according to local policies

Use the appropriate PPE for the situation you are working in (General / AGPs or High Risk Areas)

Take off your PPE safely

Take breaks and hydrate yourself regularly

For more information on infection prevention and control of COVID-19 please visit:
www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

PPE and escalating your supply issues

If you already use PPE you should continue to order your usual PPE supplies of gloves, aprons and soap/sanitiser but we also know this has been a challenge and want to support you.

How to access Personal Protective Equipment (PPE):

- Order PPE through your normal supplier. If this isn't possible or you don't have a normal supplier arrangements have been made with seven wholesalers to provide PPE to the social care sector.
- Contact your Local Authority if you are still unable to get PPE provision.

When contacting your Local Authority:

- Outline your concern including the requirement
- What your current stock levels are and if you have confirmed or suspected COVID cases within your building
- If you do not get a response from your local authority, please ask them to escalate to the STP for mutual aid support
- Where issues with local supply exist, this will be escalated to the regional Supply Chain team for support.

Resources

Government [PPE Plan](#)

Staff Testing

Testing of staff, in combination with effective infection control measures, supports prevention and control of Covid-19 in day services.

The link for testing for health and social care staff is here:

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>.

This includes information about employer referrals for testing of essential staff.

Resources

Home testing: fact sheet, click box



Find out more about testing here: [Government testing guidance](#)



NHS Test and Trace – what does it mean for day services workers?

Under the new COVID-19 Test and Trace system, anyone, including day service staff and service users, who has had a specific 'close contact' with someone who tests positive for COVID-19 will be expected to isolate themselves for 14 days, or for 10 days from developing symptoms of COVID-19

It is not clear if previous infection gives someone immunity or not, therefore this will apply to anyone (service user or staff) who is a close contact of a confirmed case, whether they have had the virus before or not.

How can I make this work?

To reduce possible impact on staffing levels if staff need to self-isolate, do look at ways for staff to socially distance with colleagues at all times and or when they need to wear a face mask, even at break times.

Encourage staff to keep following the PPE and hygiene measure outlined in national guidance

NHS Test and Trace- what do I need to do?

- If you become aware of a service user or staff member with a **confirmed** coronavirus test contact London Coronavirus Response Cell (LCRC) on 0300 303 0450, or LCRC@phe.gov.uk. LCRC will be able to advise on next steps for contact tracing.
- Your local authority lead commissioner will be able to provide further advice and support
- Close contacts (as per [test and trace](#) processes) are defined as (without wearing PPE or where there has been a breach in PPE):
 - having face-to-face contact with someone (less than 1 metre away)
 - spending more than 15 minutes within 2 metres of someone
 - travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane
 - has cleaned a personal or communal area of the premises where a confirmed case has been located (note this only applies to the first time cleaning of the personal or communal area)

Supporting day services staff well-being

The COVID-19 outbreak is affecting us all in many ways: **physically, emotionally, socially** and **psychologically**. It is a normal reaction to a very abnormal set of circumstances. **It is okay not to be okay** and it is by no means a reflection that you cannot do your job or that you are weak. Some people may have some positive experiences, such as taking pride in the work, or your work may provide you with a sense of purpose. Managing your emotional well-being right now is as important as managing your physical health. If you are concerned about your mental health, your GP is always a good place to start. If it is outside of working hours, contact the crisis line of your borough which is [here](#) or if you are known to services, please call your Care Coordinator or the service responsible for your care.

Care Coordinator or the service responsible for your care.

Below are some things to consider to support your own wellbeing:

- These times are temporary and things will get better
- Consider and acknowledge how you are feeling and coping, reflecting on your own needs and limits
- Ask for help if you are struggling. Asking for help when times are difficult is a sign of strength
- Stay connected with colleagues, managers, friends and family. Where possible do check on the needs of colleagues and loved ones
- A lot of things might feel out of your control at the moment. It can help to focus on what we can control rather than what we cannot
- Acknowledge that what you and your team are doing matters. You are doing a great job!
- Choose an action that signals the end of your shift and try to rest and recharge when you are home

To speak to someone:

- **Urgent Support:** Good-Thinking's [Urgent Support page](#) has numbers and links to help you access urgent support,
- **1:1 Mental health support** 24 hours a day: Text FRONTLINE to **85258** for a text chat or call **116 123** for a phone conversation
- Visit [Bereavement Support Online](#) or call the free confidential bereavement support line (Hospice UK), on **0300 303 4434**, 8am – 8pm
- **NHS Psychological therapy (IAPT):** Search [here](#) to find out how to get access to NHS psychological therapy (IAPT)

Staff mental health and emotional well-being

Evidence-based apps and personalised online tools:

- **Worry and anxiety:** The free [Daylight phone app](#) teaches you to manage worry and anxiety by offering audio-led guidance tailored to you
- **Sleep:** [Sleepio](#) is a highly personalised free digital sleep-improvement program which helps you get to the root of poor sleep.

Work and well-being:

- **Going Home checklist:** Find simple steps to help you manage your own wellbeing at the end of each working shift in this [video](#)
- **Risk Assessment BAME staff:** Use Risk Reduction Framework for staff at risk of COVID-19 infection (pages 9 and 10) [here](#) and assessment [here](#)
- **Preventing work related stress:** Use Health and Safety Executive's talking toolkit for preventing work related stress [here](#)
- **'Mental Health and Psychosocial Support for Staff, Volunteers and Communities in an Outbreak of Novel Coronavirus':** Guidance from the British Red Cross for staff, volunteers and communities. Can be found [here](#)
- **Mental Health at work:** Information and resources for managers on taking care of your staff. Learn how to support your staff [here](#)
- **Anxiety and worry:** Access the Guide to managing worry and anxiety amidst uncertainty from Practitioner Health (Psychology Tools) [here](#)

Further resources:

- **The stigma of COVID-19** can cause distress and isolation. Learn how to fight it [here](#)
- [Building your own resilience, health and wellbeing](#) website is a resource from Skills for Care
- **Reflective debrief after a death:** Support carers to take time grieving and reflecting together about the person that has passed away, what happened leading up to the death, what went well, and what didn't go so well, what could have been done differently, and what needs to change as a result of the reflection – Resource from 'What's Best for Lily' by UCL Partners. Find out how to do this by downloading resources [here](#).
- **Care Workforce COVID-19 app:** Get information and advice, swap learnings and ideas, and access practical resources on looking after your own health and wellbeing. Signup [here](#) or download the app using an Apple or Android phone.
- For access to more tips, free guides, assessments and signposted resources, visit [Good Thinking](#)