



## 1. Purpose

1.1 To ensure that The Right Home Care Team Ltd remains up to date with Government guidelines relating to all aspects of the management of COVID-19.

1.2 To support The Right Home Care Team Ltd in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	QSS4: Involving people to manage risks QSS5: Safe environments
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	QSS6: Safe and effective staffing
SAFE	S5: How well are people protected by the prevention and control of infection?	QSS7: Infection prevention and control
WELL-LED	W5: How does the service work in partnership with other agencies?	QSW6: Partnerships and communities

1.3 To meet the legal requirements of the regulated activities that The Right Home Care Team Ltd is registered to provide:

- | Health and Care Act 2022
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Human Rights Act 1998



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | All staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users
- | Visitors

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To ensure that The Right Home Care Team Ltd remains up to date with Government guidelines relating to all aspects of the management of acute respiratory infections (ARIs), including COVID-19.

**3.2** To ensure the compliance of all services of The Right Home Care Team Ltd with relevant legislation and best practice guidance.

**3.3** To describe how The Right Home Care Team Ltd will ensure that all staff understand their roles and responsibilities for maintaining effective infection control.



## 4. Policy

**4.1** COVID-19 is now managed in line with other acute respiratory infections. This has been made possible by high vaccination coverage, high immunity amongst the population and increased access to COVID-19 treatments.

**4.2** Acute respiratory infection (ARI) is defined as the acute onset of one or more of the following respiratory symptoms:

- | Continuous cough
- | High temperature, fever or chills
- | Loss of, or change in, the normal sense of taste or smell
- | Shortness of breath
- | Unexplained tiredness, lack of energy
- | Muscle aches or pains that are not due to exercise
- | Not wanting to eat or not feeling hungry
- | Headache that is unusual or longer lasting than usual
- | Sore throat, stuffy or runny nose
- | Diarrhoea, feeling sick or being sick
- | And a clinician's judgement that the illness is due to a viral acute respiratory infection (for example, COVID-19, Flu, Respiratory Syncytial Virus (RSV)) (GOV.UK 2024)

**4.3** Respiratory infections can spread easily between people.

It is important that staff are aware of symptoms so they can take action to reduce the risk of spreading infection to other people.

Most people with COVID-19 and other respiratory infections will have a relatively mild illness, especially if they have been vaccinated.

**4.4** There is a small cohort of people who remain at an increased risk of serious illness from COVID-19. Based on the latest clinical advice, the aim of COVID-19 testing is for The Right Home Care Team Ltd to prioritise protecting the most vulnerable and those in high-risk settings.

**4.5** Standard infection control precautions (SICPs) should be used at all times at The Right Home Care Team Ltd to reduce the risk of transmitting infections.

The Right Home Care Team Ltd understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and it supports Service Users with this too.

**4.6** As a care provider, The Right Home Care Team Ltd ensures that business continuity plans are prepared for any potential interruption to normal service or operations in the organisation.

**4.7** The Right Home Care Team Ltd 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, Service Users or the wider public.

**4.8** The Right Home Care Team Ltd acknowledges the latest guidance from GOV.UK on staff and Service User testing, along with guidance on the management of positive and suspected COVID-19 cases.

The Right Home Care Team Ltd will ensure that staff and Service Users are aware of the current testing guidelines and are supported to test when required.

**4.9** If an individual has tested positive for COVID-19, this means it is very likely they have the virus. Whilst The Right Home Care Team Ltd understands that people are not legally required to self-isolate if they have COVID-19, they should try to stay at home and away from others to avoid passing on the virus.

**4.10** The Right Home Care Team Ltd will ensure that a suitable and sufficient risk assessment of the COVID-19 transmission risks is in place. Staff can refer to the Risk Assessment Policy and Procedure and the suite of risk assessments in QCS Compliance Centre for more information.

**4.11** To ensure that there is clear visibility of capacity at The Right Home Care Team Ltd to accept new Service Users.



## 5. Procedure

### 5.1 INDEX:

- 5.2 Managing Symptoms of Acute Respiratory Infections (ARI)
- 5.3 Reducing the Risks of ARIs
- 5.4 Vaccinations
- 5.5 Those Eligible for Treatments
- 5.6 At Risk Groups
- 5.7 Ordering Test Kits
- 5.8 Reporting Test Results
- 5.9 Personal Protective Equipment (PPE)
- 5.10 Service Users with Symptoms of Acute Respiratory Infections
- 5.11 Consent to Tests
- 5.12 Service Users with Behaviour that Challenges
- 5.13 Staff Members with Symptoms of Acute Respiratory Infections
- 5.14 Contact with Confirmed Cases of COVID-19
- 5.15 Outbreak
- 5.16 Visitors
- 5.17 Care Worker Assessment Training
- 5.18 Communicating the Capacity of The Right Home Care Team Ltd

### 5.2 Managing Symptoms of Acute Respiratory Infection (ARI)

COVID-19, flu and illness caused by other respiratory viruses can be difficult to distinguish between by symptoms alone.

Service Users with cognitive conditions such as dementia may have a reduced ability to recognise or communicate when they feel unwell, and older Service Users often do not present with the common symptoms of ARI if they have flu or COVID-19.

Staff should consider the possibility of ARI if there is a sudden deterioration in physical health or mental ability of a Service User, with or without a temperature, in the absence of a known cause.

Nicola Cooper should ensure that Care Workers are able to recognise and escalate symptoms of ARI.

Staff should be aware that hypoxia (low oxygen levels) is one of the key warning signs of a deterioration in ARIs and can indicate that further medical review and/or hospital admission (where appropriate) is required.

Staff should also be trained in the use of RESTORE2™ and NEWS2 as a way of monitoring Service Users with symptoms.

Unwell Service Users or staff may require a clinical review if symptoms persist for longer than expected or worsen.

If a Service User's symptoms worsen, it is important that staff contact NHS 111 or the Service User's GP for a clinical assessment.

The Service User's GP should give further advice on escalation and ensure decisions are made in the line with the Service User's advance care plan.

In the case of clinical deterioration or life-threatening symptoms in a Service User, there should be no delay in contacting the Service User's GP, NHS 111 or 999 as appropriate. If admission to hospital is required for any reason, staff must inform the healthcare provider about any suspected or confirmed infection prior to hospital transfer.

### 5.3 Reducing the Risk of ARIs

In order to reduce the spread of ARIs, The Right Home Care Team Ltd should follow:

#### 1 Standard infection prevention and control precautions (SICPs):

- 1 Hand hygiene between tasks
- 1 Respiratory and cough hygiene
- 1 Letting fresh air into rooms and shared areas
- 1 Cleaning of shared equipment after use
- 1 Regular cleaning of the environment, paying attention to frequently touched surfaces
- 1 Appropriate use of PPE
- 1 Correct handling and segregation of waste and infectious linen

#### 1 Vaccination advice

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- | **Available medical treatments**
- | **Proportionate outbreak management**

Staff can refer to the related policies at The Right Home Care Team Ltd to support with the above:

- | Infection Control Policy and Procedure
- | Personal Protective Equipment (PPE) Policy and Procedure
- | Management of Medical Devices Policy and Procedure
- | Clinical Waste Disposal Policy and Procedure

**5.4 Vaccinations**

It is important that all those who are eligible for vaccination, including health and social care workers, take up their offers as soon as they become available to help protect themselves and those around them.

Nicola Cooper should support vaccination by:

- | Providing information on vaccination campaigns for staff and Service Users
- | Commencing the consent process for Service Users in good time to maximise uptake for those eligible in residential care settings
- | Supporting and encouraging staff to book their vaccinations as soon as offers become available

**COVID-19 Vaccinations:**

- | COVID-19 vaccinations are offered during seasonal campaigns to those at high risk of serious disease from COVID-19 and who are therefore most likely to benefit from vaccination
- | Additional vaccination doses may be available outside seasonal campaigns to severely immunosuppressed individuals
- | COVID-19 vaccinations are available for health and social care workers to protect staff from serious disease and social care services from COVID-19 related staff absences over winter

Nicola Cooper can access the latest information on COVID-19 vaccines on the NHS COVID-19 vaccination website and the GOV.UK COVID-19 vaccination programme website. Links can be found in the Further Reading section of this policy.

**Flu Vaccination:**

- | Flu vaccination is an important defence against severe outcomes caused by the flu virus and reduces the risk of co-infection with COVID-19 and flu
- | Those at higher risk of flu-associated serious illness and death include older people and those in clinical risk groups
- | High risk groups are prioritised in seasonal campaigns for vaccination
- | Frontline social care staff (clinical and non-clinical) who have contact with Service Users with Care needs should be made aware of the flu vaccination offer, when available, by The Right Home Care Team Ltd

More information can be found in the GOV.UK guidance - 'Flu Vaccination Guidance for Social Care Workers and Carers' and 'Flu Vaccination Guidance for Social Care and Hospice Providers'. Links can be found in the Further Reading section of this policy.

**Other Vaccinations:**

Vaccination against pneumococcal infection (bacteria pneumonia) can reduce the risk of Service Users acquiring bacterial pneumonia following an ARI.

The Service User's GP surgery will be able to offer this vaccination.

**5.5 Those Eligible for Treatments****COVID-19**

Those Service Users at high risk of severe outcomes from COVID-19 can be eligible for treatment if unwell. If a Service User who is eligible for COVID-19 treatment develops COVID-19 symptoms:

- | They should be tested as soon as possible using an LFD test
- | If they test positive for COVID-19, staff should organise an assessment for COVID-19 treatment

**Flu Antivirals**

Flu antivirals may be recommended for Service Users at The Right Home Care Team Ltd by the UK Health Security Agency (UKHSA) Health Protection Team (HPT) if multiple Service Users develop symptoms of ARI.

Nicola Cooper should report two or more linked cases of ARI to the HPT to enable prompt access to flu

antivirals.

### 5.6 At-Risk Groups

People who are at higher risk from COVID-19 and other respiratory infections include:

- | Older people
- | Those who are pregnant
- | Those who are unvaccinated
- | People of any age whose immune system means they are at higher risk of serious illness
- | People of any age with certain long-term conditions

The Right Home Care Team Ltd needs to ensure that Service Users and staff who are considered particularly vulnerable to COVID-19 have a risk assessment in place.

The Right Home Care Team Ltd will ensure that any additional guidance for vulnerable individuals is followed in line with GOV.UK guidance for people whose immune system means they are at higher risk of COVID-19. A link can be found in the Further Reading section of this policy.

All measures to prevent and manage infections should be risk assessed, prioritised in line with the hierarchy of controls (see definitions section), and balanced to ensure the wellbeing of Service Users.

The Right Home Care Team Ltd will use a risk assessment template and will refer to the Vulnerable Individual Risk Assessment template in the Forms section of this policy where appropriate. The Right Home Care Team Ltd will ensure that a review date is included and that the risk assessment is reviewed and updated when new information arises or circumstances change.

### 5.7 Ordering Test Kits

COVID-19 tests can be ordered for testing those Service Users eligible for COVID-19 treatments and The Right Home Care Team Ltd will support with this where required. The [local integrated care board](#) will advise where to obtain test kits.

### 5.8 Reporting Test Results

Reporting the result of every test is encouraged and where The Right Home Care Team Ltd is involved with testing, it will ensure that this is encouraged even if it is negative or void.

### 5.9 Personal Protective Equipment (PPE)

Staff should refer to the:

- | Personal Protective Equipment (PPE) Policy and Procedure at The Right Home Care Team Ltd.
- | Staff should refer to the [Guide to donning \(putting on\) and doffing \(removing\) PPE \(non AGP\) in adult social care settings \(for print\) \(publishing.service.gov.uk\)](#)
- | UKHSA - PPE Requirements when Caring for a Person with Suspected or Confirmed Acute Respiratory Infection (ARI). A link can be found in the Underpinning Knowledge section of this policy

### Face Masks

Staff do not routinely need to wear a face mask. However, there are circumstances where it is recommended to wear a Type IIR fluid-repellent surgical mask. These are:

- | If a Service User being cared for has symptoms of ARI
- | If there is an outbreak of ARI at The Right Home Care Team Ltd and the local risk assessment favours the introduction of universal mask wearing as one of the outbreak control measures
- | If a Service User would prefer staff to wear a mask while providing them with care

A local risk assessment should be undertaken by Nicola Cooper when considering how to support the personal preferences of staff and visitors who wish to wear a face mask in situations beyond the above recommendations.

Nicola Cooper should consider if a Service User receiving care finds that the use of face masks impairs communication or is distressing. This may be the case for Service Users with learning disabilities, cognitive conditions such as dementia, or who rely on lip reading or facial recognition. The use of transparent face masks should be considered.

The scheme to provide free PPE for COVID-19 has now closed.

The Right Home Care Team Ltd should get its PPE through normal channels.

### 5.10 Service Users with Symptoms of Acute Respiratory Infection

Service Users with a high temperature and symptoms of ARI should be supported by staff to stay away from other Service Users in order to protect those at risk.

### Service Users NOT Eligible For COVID-19 Treatments:

Service Users who are not eligible for COVID-19 treatments no longer need to be tested for COVID-19,

unless specifically advised by the HPT or other local partners.

For Service Users who are not eligible for COVID-19 treatments, they should be encouraged to stay away from others until they no longer have a high temperature and no longer feel unwell.

Staff will ensure the wellbeing of any Service Users who are being supported to stay away from others:

- | Staff will monitor the Service User's symptoms and escalate any concerns to their GP, 111 or 999
- | Staff will ensure that any advance decisions are recorded and that the correct documentation is available. In all cases above, staff must follow IPC precautions, and:
  - | Regularly let fresh air in their room, clean the room, the toilet and shower facilities with 1,000 ppm chlorine-based solutions (or other product active against respiratory viruses) and consider an enhanced cleaning schedule of frequently touched surfaces
- | Staff should wear appropriate PPE
- | Visitors should be given information on hand hygiene, PPE, and any other required measures when visiting or caring for a Service User with symptoms of ARI who is being supported to avoid contact with other people
- | IPC measures should also be explained to Service Users where appropriate, and they should be supported to follow them

#### **Service Users Eligible for COVID-19 Treatments:**

Service Users with ARI symptoms who are eligible for COVID-19 treatments will be tested using an LFD immediately.

If the Service User tests **NEGATIVE for COVID-19:**

- | The Service User should complete a total of three tests over three days
- | If all tests are negative, staff should follow the advice above for 'Service Users with symptoms of ARI'

If the Service User tests **POSITIVE for COVID-19:**

- | Staff should support the Service User to access appropriate treatment as soon as possible
- | The Service User should be made aware of their test result
- | The Service User's next of kin should be informed if the Service User agrees
- | Staff should support the Service User to stay away from others for a minimum of five days after the onset of respiratory symptoms where appropriate
- | Staff should inform the Service User's GP
- | After five days, the Service User can return to their usual activities if they feel well and no longer have a high temperature
- | If the Service User is still unwell AFTER FIVE DAYS, they should stay away from others until they feel well and no longer have a temperature (usually no longer than ten days total)
- | If the Service User is still unwell or still has a temperature after ten days, staff should seek advice
- | Staff will ensure the wellbeing of any Service Users who are being supported to stay away from others by following the advice and IPC precautions above

#### **5.11 Consent to Tests**

Consent must be gained from staff and Service Users prior to tests being carried out.

Where Service Users may lack capacity to make a decision about their own testing, The Right Home Care Team Ltd should consider if the principles of the Mental Capacity Act 2005 will allow a best interest decision to be made in relation to their testing.

#### **5.12 Service Users with Behaviour that Challenges**

A COVID-19 test can be uncomfortable and distressing and it is important to consider the effect this may have on Service Users before it is carried out. Each Service User must be assessed on an individual basis when they are being supported with a test as to the Care they require. Service Users with dementia, behaviour that challenges and learning disabilities may be distressed by having a swab. Where staff are required to support a Service User, they must:

- | Ensure that the test is being carried out in the best interest of the Service User
- | Ensure the reason for testing is proportionate and is not going to cause undue distress or anxiety
- | Not use restrictive intervention to enable the swab to be taken
- | Reassure the Service User

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- | Where possible, use a staff member that is experienced and understands the specific needs of the Service User
- | Guide them through the process, explaining each aspect in a way that they understand

Where it is not possible to swab a Service User because swabbing will cause undue distress and there are concerns that they may have symptoms of COVID-19, the Service User must be cared for on the assumption they are COVID-19 positive.

**5.13 Staff Members with Symptoms of Acute Respiratory Infection**

Nicola Cooper should advise and support staff who have symptoms of respiratory infection and who have a high temperature or do not feel well enough to go to work, to stay away from work and try to avoid contact with other people.

Staff should not return to work until they no longer have a high temperature (if they had one) or until they no longer feel unwell.

Nicola Cooper should undertake a risk assessment before staff return to work in line with normal return to work processes.

**Testing**

Staff members do not need to test for COVID-19 if they develop symptoms unless they are eligible for COVID-19 treatments.

Staff do not need to take tests for any other ARIs unless indicated by a clinician.

Staff members who are eligible for COVID-19 treatments and have symptoms of a respiratory infection should take an LFD test immediately.

If staff who are eligible test **POSITIVE**, they should:

- | Stay away from work for a minimum of five days from the onset of symptoms, or the day they took the test
- | After five days, they can return to work if they feel well and do not have a high temperature
  - | If they are still showing signs of infection, Nicola Cooper should conduct a risk assessment
- | Staff should follow the GOV.UK guidance for people who have a positive COVID-19 test:
  - | Stay at home and avoid contact with other people
  - | If you leave home, wear a well-fitting face covering or surgical mask. Avoid crowded places, anywhere enclosed or poorly ventilated. Cover your mouth or nose when you cough or sneeze, wash your hands frequently or use hand sanitiser after coughing, sneezing and blowing your nose and before you eat or handle food; avoid touching your face
  - | Reduce the spread of infection in your household by trying to keep your distance from people you live with. In shared areas, wear a well-fitting face covering or surgical mask. Ventilate rooms you have been in for at least 10 minutes after you have left the room. Wash hands regularly. Cover your mouth when coughing or sneezing. Regularly clean frequently touched surfaces

If staff who are eligible test **NEGATIVE**, they can return to work if they feel well enough and do not have a temperature.

**5.14 Contact with Confirmed Cases of COVID-19**

Staff or Service Users do not need to be tested if they have been in contact with someone with COVID-19.

**5.15 Outbreak**

If an outbreak or a sudden rise in the number of cases of ARI including COVID-19 is identified within the local community that The Right Home Care Team Ltd supports, Nicola Cooper will liaise with Derbyshire County Council and the local Health Protection Team (HPT) on interventions that might need to be brought into place.

The Right Home Care Team Ltd will regularly review its ARI and COVID-19 risk assessment and the effectiveness of the measures implemented to reduce the risk of transmission in its premises and services.

The risk assessment will be reviewed:

- | Where positive cases are confirmed
- | In response to changes in relevant COVID-19 control guidance
- | Where deficiencies in the management of COVID-19 risks are identified

**5.16 Visitors**

All visiting professionals must follow their own professional requirements in relation to COVID-19 testing which are set out in the latest infection control guidance issued by the Government.

Visitors to a Service User's home is the choice of the Service User, and will be respected by The Right



Home Care Team Ltd.

#### **5.17 Care Worker Assessment Training**

Before a Care Worker can support a Service User or member of staff with a COVID-19 test, they must first complete sufficient training and demonstrate competence.

A record will be kept of Care Workers who have completed the competency assessment and only those Care Workers will be able to support a Service User to complete a COVID-19 test.

#### **5.18 Communicating the Capacity of The Right Home Care Team Ltd**

The Capacity Tracker records occupancy status in real time, supporting hospital discharge with care home vacancies. This information can support during outbreaks such as COVID-19.

Since August 2022, specific questions within the Capacity Tracker have been mandated by the Department of Health and Social Care (DHSC).

- | The Right Home Care Team Ltd will register onto the Capacity Tracker and access the video for support and guidance (links can be found in the Further Reading section)
- | Nicola Cooper, or a designated other, will input the information specified into the Capacity Tracker
- | Nicola Cooper, or a designated other, will update the tracker and submit on a monthly basis as per the requirements of the Health and Care Act 2022
- | The Right Home Care Team Ltd will sign up to NHS mail and use this secure send facility for communication with other healthcare professionals



## 6. Definitions

### 6.1 COVID-19

- | The virus causing COVID-19 is spread through close contact between people, typically where they are within one metre of each other. A person can become infected when aerosols or droplets containing the virus are inhaled or come directly into contact with the eyes, mouth or nose
- | Novel coronavirus is a strain of coronavirus first identified in Wuhan City, China. The virus was named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19
- | A new variant of the disease, **VOC-202012/01**, was discovered in October 2020 and is known to spread more quickly than SARS-CoV-2. Further variants have also been found
- | The three most common symptoms of COVID-19 include:
  - | A fever (37.8 degrees Celsius)
  - | A new/persistent cough
  - | A loss or change in the sense of smell or taste
- | Everyone is different and may suffer from other symptoms including a sore throat, runny nose, muscle aches, chills (list not exhaustive)

### 6.2 Outbreak

- | A disease outbreak is the occurrence of disease cases in excess of normal expectancy. The number of cases varies according to the disease-causing agent and the size and type of previous and existing exposure to the agent

### 6.3 Respiratory Syncytial Virus (RSV)

- | Respiratory Syncytial Virus is a common respiratory virus that can cause infections in the nose, throat, lungs and respiratory tract

### 6.4 SICPs

- | Standard Infection Control Precautions
- | The basic infection prevention and control measures necessary to reduce the risk of transmitting infectious agents from both recognised and unrecognised sources of infection

### 6.5 Staff

- | In the context of staff testing, 'staff' includes paid members of staff or volunteers who are regularly in a setting (for example, a care home or adult day care centre)
- | This includes cleaners, catering and support staff but does not include office-based staff members who do not enter these settings

### 6.6 RESTORE2/NEWS2

- | RESTORE2™ is a physical deterioration and escalation tool for care/nursing homes
- | NEWS2 is the National Early Warning Score which is a system to standardise the assessment and response to acute illness



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**NHS - Who can get a Free COVID-19 Rapid Lateral Flow Test:**

<https://www.nhs.uk/nhs-services/covid-19-services/testing-for-covid-19/who-can-get-a-free-covid-19-rapid-lateral-flow-test/>

**NHS - NHS Lateral Flow Device (LFD) Tests Supply Service: Advanced Service:**

<https://www.england.nhs.uk/primary-care/pharmacy/nhs-ltd-tests-supply-service/>

**NHS - COVID-19 Vaccination:**

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/>

**GOV.UK - Flu Vaccination Guidance for Social Care and Hospice Providers:**

<https://www.gov.uk/government/publications/flu-immunisation-for-social-care-staff/flu-immunisation-for-social-care-and-hospice-staff-guidance-for-providers>

**GOV.UK - Flu Vaccination Guidance for Social Care Workers and Carers:**

<https://www.gov.uk/government/publications/flu-immunisation-for-social-care-staff/flu-vaccination-guidance-for-social-care-workers>

**GOV.UK - COVID-19: Guidance for People whose Immune System Means they are at Higher Risk:**

<https://www.gov.uk/government/publications/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk>

**NHS - Getting a COVID-19 Vaccine:**

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/>



## Outstanding Practice

To be outstanding in this policy area you could provide evidence that:

- | The Right Home Care Team Ltd has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are
- | The Right Home Care Team Ltd has robust infection control policies and procedures in place and staff understand the importance of good hand hygiene, how to use personal protective equipment appropriately and they share their knowledge with Service Users appropriately
- | Staff have accurate and up-to-date information and The Right Home Care Team Ltd is able to respond quickly and safely to a fast-changing situation
- | The wide understanding of the policy is enabled by proactive use of the QCS App



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | A coronavirus is a type of virus. Coronaviruses are common across the world. Typical symptoms of coronavirus include fever, a cough and a loss or change in your sense of smell or taste that may progress to severe pneumonia causing shortness of breath and breathing difficulties. This virus is called Coronavirus. The disease it causes is called COVID-19
- | Although vaccinations are available, you must still wash your hands regularly with soap and water which will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands
- | It is ok to feel worried or anxious. The Right Home Care Team Ltd has plans in place to make sure you will get the Care that you need



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | COVID-19 is now managed in line with other acute respiratory infections. This has been made possible by high vaccination coverage, high immunity amongst the population and increased access to COVID-19 treatments
- | It is important that staff are aware of symptoms so they can take action to reduce the risk of spreading infection to other people
- | The Right Home Care Team Ltd must have an up-to-date business continuity plan in place. The Pandemic Policy and Procedure has a checklist to help plan for an outbreak of a disease like COVID-19. It is important that this is updated to help prepare for any future waves of coronavirus
- | The Right Home Care Team Ltd acknowledges the latest guidance from GOV.UK on staff and Service User testing, along with guidance on the management of positive and suspected COVID-19 cases
- | If an individual has tested positive for COVID-19, it is very likely they have the virus. Whilst The Right Home Care Team Ltd understands that people are not legally required to self-isolate if they have COVID-19, they should try to stay at home and away from others to avoid passing on the virus
- | The Right Home Care Team Ltd will ensure that a suitable and sufficient risk assessment of the COVID-19 transmission risks is in place