

Infection Control Policy (COVID-19)

Including guidance for staff and volunteers based in different settings.

1. Introduction

- The policy has been designed in response to Covid-19 and allow staff and volunteers to undertake their roles safely.
- We have a duty of care to staff, volunteers and users of our services.
- We will follow most recent government guidelines.
- Due to the nature of our work and volunteering roles, the people we provide services to are highly likely to be over 70 and therefore considered clinically vulnerable to Covid-19. Some people who will request our help may be on the NHS Shielded Patients List.
- At home services will continue to play an important part in our work, and services people can access from home will be particularly important during Covid-19.
- This document will be reviewed and recirculated monthly at a minimum, to be kept up to date with the most recent guidance.

2. Government guidance

- Guidance can be found here <https://www.gov.uk/coronavirus>
- Guidance of steps to take when working in people's homes can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>
- As long as social distancing and hygiene precautions are taken, it should be possible for us to run most of our services safely.
- NHS and Public Health also issue guidance.

3. Locations

- In line with government guidelines, any member of staff whose role can be done from home must work from home.
- Any phased return to the Hampton & Hampton Hill Voluntary Care (H&HHVC) office environment will only happen as part of a review of this policy and with social distancing and hygiene measures in place.
- Other working and volunteering locations include Greenwood Community Centre, minibuses, personal cars, public environments such as shops and pharmacies and in client homes.
- Social distancing and hygiene guidance must be followed at all locations.

4. Who can work away from home?

- Guidance and self-isolation guidance must be continued to be followed by any staff who have Covid-19 symptoms or are living with individuals with symptoms. This guidance can be found here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#who-this-guidance-is-for>
- Testing is available for anyone who has symptoms. If the test comes back negative and you feel well enough, you can return to work.

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- Staff or volunteers who are Clinically Extremely Vulnerable People (who will have been told via letter or GP) must work from home, or not work at all.
- Staff or volunteers who are Clinically Vulnerable People, including anyone aged 70 and over (see full list here <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people>) have to take extra care to social distance. They should not work in any locations that do not allow for the 2m distance rule to be observed fully.

5. Basic infection control measures to be followed by all

- 5.1. 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, before and after visiting clients' homes.
- 5.2. Covering your cough or sneeze with a tissue, then throwing the tissue in a bin.
- 5.3. Practice 2m social distancing always
- 5.4. Avoid using public transport if at all possible.
- 5.5. Avoid touching your eyes, nose, and mouth with unwashed hands.
- 5.6. Cover all new and existing cuts and grazes with waterproof dressings and/or gloves before starting work. If cuts and grazes occur, wash immediately with soap and running water and apply a waterproof dressing.
- 5.7. Clean and disinfect frequently touched objects and surfaces.
- 5.8. Clean all work surfaces/work areas regularly after use.

6. Working and volunteering in other locations

6.1 Greenwood Community Centre

- 6.1.1 The confines of the premises mean it is difficult to maintain the 2m social distancing requirements throughout the building. Until measures are introduced to mitigate the risk or social distancing requirements are relaxed, Greenwood Community Centre will remain closed to the public.
- 6.1.2 Staff, volunteers and visitors to Greenwood Community Centre should adhere to the 2m social distancing requirements, in confined spaces where social distancing is not possible; only one person at a time should be present.
- 6.1.3 Communal spaces and shared equipment should be sanitised with antibacterial wipes/spray after each use including kettles, taps and work surfaces.
- 6.1.4 Personnel should refrain from making drinks/refreshment for each other and use the same crockery/utensils throughout the day.
- 6.1.5 Bring your own food and drink where possible.
- 6.1.6 All crockery and utensils used throughout the day should be washed using the dishwasher at the end of the day.

6.2 **Minibuses** will be out of use until further notice.

6.3 **Personal cars** for transporting clients will be out of use until further notice.

6.4 Public environments such as shops and pharmacies

- 6.4.1 Social distancing regulations should be observed at all times.
- 6.4.2 Within enclosed spaces such as shops and supermarkets, H&HHVC recommends the use of a face covering.

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6.4.3 From the 15 June 2020, all personnel will need to wear face coverings if using public transport.

6.5 Client homes

- 6.5.1 2m social distancing must be maintained as much as possible, including when travelling between homes.
- 6.5.2 Use own transport as much as possible, and limit use of public transport.
- 6.5.3 Wash hands regularly for more than 20 seconds using soap and hot water or sanitiser, especially in-between tasks.
- 6.5.4 Cover your mouth and nose with a tissue or sleeve not your hands when coughing or sneezing. Throw the tissue in the bin immediately, then wash your hands.
- 6.5.5 At present H&HHVC expect staff and volunteers to avoid entering clients homes, unless there is a critical incident.
- 6.5.6 When delivering shopping, parcels and prescriptions they should be placed on the clients doorstep, the client should be called and the staff and volunteer should step back by 2m to maintain social distancing.
- 6.5.7 Deliveries should not be left without confirming the client has picked up the parcel and closed the door.
- 6.5.8 Personnel should minimise contact when exchanging payments/receipts for groceries.

7. For coordinators / volunteers booking tasks for volunteers working in the community

- 7.1. Clients should be asked if they have any Covid-19 symptoms, are in the “Clinically Extremely Vulnerable People” group or are living with anyone who is or if anyone else in the house has Covid-19 symptoms. **Only absolutely essential visits should go ahead for anyone falling into these groups, and PPE should be worn.**
- 7.2. Discuss with clients ahead of visits that a 2m distance is kept from those visiting.
- 7.3. Allocate the same staff/volunteer member to clients for multiple visits where possible.
- 7.4. Regular contact with visiting staff and volunteers should be maintained to check on health & wellbeing.
- 7.5. Clients may ask what PPE visiting staff will be wearing. This can be explained from this document, and that the PPE being worn is within government guidelines. Some householders may request a certain piece of PPE to be worn that is not needed- it should be explained that we will not waste PPE and use only what is required by government Health & Safety guidance. Householders obviously have the right not to have a visit if they are not comfortable with the steps we have taken.
- 7.6. We reserve the right to refuse services to clients who do not follow social distancing and hygiene guidelines we set out.

8. Critical incidents

- 8.1. A “critical incident” is where a client’s health or wellbeing is considered to be of serious concern. Examples: accidents, injuries or extreme anxiety.
- 8.2. If it is judged that client is experiencing a critical incident, it may be necessary to enter the home to assist with the situation. Where possible call the H&HHVC office before proceeding.
- 8.3. Only enter the clients home if it is safe to do so considering all factors, including how well you know the client.

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- 8.4. Follow social distancing measures, avoid close contact and minimise what is needed to be touched.
- 8.5. If possible, wear gloves and a face covering before entering the premises.
- 8.6. If no gloves are available, sanitise your hands before touching anything within the premises.
- 8.7. When calling for assistance by telephone, do not use the household telephone.
- 8.8. Ensure your hands are washed or sanitised after leaving the premises.

9. Recruitment and training

- 9.1. Essential training will be offered online for all staff and volunteers, where possible.
- 9.2. Interviews for roles will take place via zoom or Microsoft teams.

10. Organisational PPE requirements

- 10.1. PPE requirements across the organisation should remain relatively low.
- 10.2. PPE will only be sourced in line with what is required in this policy.
- 10.3. A regular supply of disposable gloves and face masks is available from H&HHVC offices. A supply of hand sanitiser gel will also be required for when hand washing facilities are not available.

This policy should be read in conjunction with:

- Clear Desk Policy
- Health & Safety

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