



 **Review Sheet**



Last Reviewed
06 Jan '21



Last Amended
06 Jan '21



Next Planned Review in 12 months, or sooner as required.

Business impact	 <p>These changes require action as soon as possible.</p>
Reason for this review	n/a
Were changes made?	Yes
Summary:	<p>This policy details the coronavirus but must be reviewed in conjunction with other policies and procedures within the COVID-19 hub. It has been reviewed in response to the government announcement of a national lockdown. Policy updated to reference the rollout of vaccines and the new variant VOC- 202012/01. References reviewed and updated</p>
Relevant legislation:	<ul style="list-style-type: none"> • Coronavirus Act 2020 • The Health Protection (Coronavirus) Regulations 2020 • Civil Contingencies Act 2004 • Control of Substances Hazardous to Health Regulations 2002 • Equality Act 2010 • Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015 • Health and Safety at Work etc. Act 1974



Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Public Health England, (2020), *COVID-19: infection prevention and control (IPC)*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> [Accessed: 6/1/2021]
- Author: Public Health England, (2020), *COVID-19: guidance for households with possible coronavirus infection*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> [Accessed: 6/1/2021]
- Author: World Health Organisation, (2020), *Coronavirus disease (COVID-19) advice for the public*. [Online] Available from: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> [Accessed: 6/1/2021]
- Author: ACAS, (2014), *Homeworking a guide for employers and employees*. [Online] Available from: <https://archive.acas.org.uk/media/3905/Homeworking---a-guide-for-employers-and-employees/pdf/Homeworking-a-guide-for-employers-and-employees.pdf> [Accessed: 6/1/2021]
- Author: LGA and ADASS, (2020), *Social care provider resilience during COVID-19: guidance to commissioners*. [Online] Available from: <https://www.local.gov.uk/social-care-provider-resilience-during-covid-19-guidance-commissioners> [Accessed: 6/1/2021]
- Author: NHS England, (2020), *COVID-19 hospital discharge service requirements*. [Online] Available from: <https://www.england.nhs.uk/coronavirus/publication/covid-19-hospital-discharge-service-requirements/> [Accessed: 6/1/2021]
- Author: UK Government, (2020), *COVID-19: guidance for supported living*. [Online] Available from: <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living#visitors-and-support-bubbles> [Accessed: 6/1/2021]
- Author: GOV.UK, (2020), *NHS Test and Trace in the workplace*. [Online] Available from: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> [Accessed: 6/1/2021]
- Author: Public Health England, (2020), *Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19*. [Online] Available from: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19> [Accessed: 6/1/2021]
- Author: GOV.UK, (2020), *Coronavirus (COVID-19): Meeting with others safely (social distancing)*. [Online] Available from: <https://www.gov.uk/guidance/meeting-people-from-outside-your-household> [Accessed: 6/1/2021]
- Author: GOV.UK, (2020), *Working safely during coronavirus (COVID-19)*. [Online] Available from: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> [Accessed: 6/1/2021]
- Author: UK Government, (2020), *Overview of adult social care guidance on coronavirus (COVID-19)*. [Online] Available from: <https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19> [Accessed: 6/1/2021]
- Author: UK Government, (2020), *Adult social care: our COVID-19 winter plan 2020 to 2021*. [Online] Available from: <https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021> [Accessed: 6/1/2021]
- Author: DHSC and PHE, (2020), *Supported living services during coronavirus (COVID-19)*. [Online] Available from: https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19?utm_source=466b299e-85ce-4eb1-9d23-2029a123aeaf&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate#history [Accessed: 6/1/2021]
- Author: UK Government, (2020), *National Lockdown - Stay at home*. [Online] Available from: <https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know> [Accessed: 6/1/2021]
- Author: UK Government, (2020), *COVID-19 Winter Plan*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-winter-plan> [Accessed: 6/1/2021]



Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure that Inspiring Aspirations Plus Ltd T/A Inspiring Support remains up to date and is able to respond in the event of a member of staff, Service User or contact, contracting the virus, Coronavirus, which results in the disease COVID-19 and the effects as this can often lead to long COVID and other health implications.

1.2 To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
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?
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?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- | Coronavirus Act 2020
- | The Health Protection (Coronavirus) Regulations 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff
- | Senior Management

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

- | Service Users

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 safe, effective procedures are in place with staff and Service Users having information in an accessible format.
- 3.2** As the spread of the virus is resulting in response requirements changing daily, Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.



4. Policy

- 4.1** Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises that the outbreak of coronavirus, SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 and variant VOC202012/01, is a fast-moving situation
As care providers, ensuring robust infection control and business continuity plans form part of preparing business at Inspiring Aspirations Plus Ltd T/A Inspiring Support for any events that can cause disruption to the normal business.
- 4.2** Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations to manage the impact of the virus by following the checklist in the HS17 - Pandemic Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support. Inspiring Aspirations Plus Ltd T/A Inspiring Support understands that business continuity planning involves all aspects of the business and to be effective, Inspiring Aspirations Plus Ltd T/A Inspiring Support must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.
- 4.3** Inspiring Aspirations Plus Ltd T/A Inspiring Support understands that they have a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support Service Users with this too. Inspiring Aspirations Plus Ltd T/A Inspiring Support 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.
- 4.4** Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that this policy is read alongside other policies in the QCS COVID hub and additional guidance material in the Resource Centre.



5. Procedure

5.1 Pandemic Policy

Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises that the WHO declared COVID-19 a pandemic on 11 March 2020. Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that it reviews the HS17 - Pandemic Policy and Procedure and will review the checklist to ensure that the business is prepared for any second wave of the pandemic, that robust business continuity plans are in place and that any lessons learned from earlier in the year are reflected.

5.2 Reducing the Risk of Contracting or Spreading the Virus

Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that staff, when not at work, follow the WHO and [government guidance](#) to reduce the risk of contracting the virus and the risk of spreading it. They must also support Service Users to follow the government requirements and remind them that failure to follow this can result in a fine. Government guidance changes rapidly and Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure it keeps up to date with any changes

Fines

The police have the power to enforce the legal requirements stipulated by the government, including the ability to issue fines (fixed penalty notice) the details can be read [here](#) if people are found to be breaking the rules.

5.3 Handwashing

Staff should wash their hands:

- | Before leaving home
- | On arrival at work
- | After using the toilet
- | Before putting on or removing personal protective equipment (PPE)
- | After touching pets
- | After breaks and sporting activities
- | Before food preparation
- | After using public transport
- | Before eating any food, including snacks
- | Before leaving work
- | On arrival at home

5.4 Shielding At-Risk Groups

Inspiring Aspirations Plus Ltd T/A Inspiring Support needs to ensure that Service Users and staff who are considered particularly vulnerable to COVID-19 have a risk assessment in place. Inspiring Aspirations Plus Ltd T/A Inspiring Support must ensure that the Public Health England ['Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19'](#) is followed.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will need to ensure that any additional guidance for vulnerable individuals is followed in line with the [national guidance](#).

5.5 Safe Staffing

In the event of an outbreak of COVID-19, where staff are moved from other areas to support work on COVID-19, assessments should be made on the ability to continue to deliver safe and effective care in the services affected. Steps must be taken to mitigate any risks resulting from staff moving to other areas in line with [national guidance](#) and, where possible, sharing staff between settings should be avoided to reduce the potential spread of COVID-19 from one setting to another.

Inspiring Aspirations Plus Ltd T/A Inspiring Support, as part of pandemic preparedness, will assess whether any staff need additional training, support or require a DBS check.

Contact between staff must also be reduced where possible and Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that:

- | Team meetings and handovers are held remotely where possible
- | Times of entry to collect equipment from Inspiring Aspirations Plus Ltd T/A Inspiring Support are staggered for staff (clutter must also be kept to a minimum within community bases and hard surfaces should be regularly cleaned)



- | There is a high level of support and a focus on staff health and wellbeing during this unprecedented time
- | Teams and individuals should have remote access to regular supervision
- | Remote, secure sharing of information relating to care between agencies can be supported by signing up to [NHSEmail](#), or another secure email system, where they are applicable to Inspiring Aspirations Plus Ltd T/A Inspiring Support

5.6 Actions if a Service User Meets the Criteria and Displays Symptoms

If a Service User receiving care and support has symptoms of COVID-19, they should be supported to contact [NHS 111](#) via the telephone, or online.

Support Workers should report suspected cases of COVID-19 to Jo Kerley. Inspiring Aspirations Plus Ltd T/A Inspiring Support will work with community partners, commissioners and the Service User to review any impact on their care needs.

Suspected cases of COVID-19 must be reported in the CQC's 'Update CQC on the impact of COVID' online form.

5.7 Actions if a Service User does not have symptoms but someone in the supported living household has symptoms of COVID-19

If the Service User being cared for and their Support Worker can remain at a safe, protected distance from the symptomatic member of the household, then Support can be provided without additional precaution.

This would apply, for example, where the symptomatic person can remain in their own room, is using separate bathroom facilities and is observing robust isolation procedures, staying 2 metres away from other family members. Guidance for those under household isolation can be found [here](#).

Where this is not possible, and this will vary on a case-by-case basis, the same procedures should be adopted as if the Service User being cared for did have symptoms of COVID-19 (see above). Care should continue to be taken to limit contact with any household member that has symptoms. PPE procedures must also be followed as per HS22 - Personal Protective Equipment (PPE) Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

5.8 Supporting Hospital Discharge

Jo Kerley will follow the COVID-19 discharge guidance and will ensure that communication channels remain open.

In particular have procedures and support networks, systems in place to manage the effects of Long COVID in a community setting.

5.9 Action if a Member of Staff Reports Symptoms

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that the member of staff self-isolates following guidance for social care staff
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support must contact Suffolk County Council and the [local health protection team](#) for advice including whether the premises need to close and other staff self-isolate
- | Advice will be given to the member of staff if they need to self-isolate and what action will need to take place for any Service Users that they may have had contact with
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support should follow its PA07 - Sickness Absence Policy and Procedure and ensure that it follows government guidance which states that if an employee or worker has to self-isolate, they should receive any Statutory Sick Pay (SSP) due to them
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will need to put into action the business continuity plan and liaise with Suffolk County Council and the CQC if there are concerns about staffing
- | Follow CC170 - COVID-19 Testing Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support and the Government's advice on their [website](#)

5.10 Isolation Notes Online

[Isolation notes](#) will provide employees of Inspiring Aspirations Plus Ltd T/A Inspiring Support with evidence for their employers that they have been advised to self-isolate due to coronavirus, either because they have symptoms or they live with someone who has symptoms, and so cannot work.

As isolation notes can be obtained without contacting a doctor, this will reduce the pressure on GP surgeries and prevent people needing to leave their homes.



For the first seven days off work, employees can self-certify so they do not need any evidence for Inspiring Aspirations Plus Ltd T/A Inspiring Support. After that, Inspiring Aspirations Plus Ltd T/A Inspiring Support may ask for evidence of sickness absence. Where this is related to having symptoms of coronavirus or living with someone who has symptoms, the isolation note can be used to provide evidence of the advice to self-isolate.

For staff who have returned from overseas and are required to self-isolate due to quarantine requirements and who have no symptoms, Inspiring Aspirations Plus Ltd T/A Inspiring Support must refer to PA07 - Sickness Absence Policy and Procedure.

5.11 Supporting the NHS Test and Trace Service

Staff from [NHS Test and Trace](#) or other public health professionals may contact Inspiring Aspirations Plus Ltd T/A Inspiring Support if a member of their staff or a Service User has tested positive for coronavirus in order to alert those who have been in close contact with them.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will assist the NHS Test and Trace by ensuring that robust records are kept of all Support Workers and Service Users in line with at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Records are not required to be duplicated but information should be provided upon request and be sufficiently detailed to effectively support NHS Test and Trace in a timely manner. Jo Kerley will ensure that this information is available at short notice if required by NHS Test and Trace and may include a request for:

- | The name and telephone number of a Support Worker
- | The dates and times that a Support Worker is at work
- | A log of the Support Worker's visits to Service Users receiving care for the previous 21 days. This should include, where possible, arrival and departure times of their visit as well as a record of the name and residence of any Service User(s) they provided care to
- | The name and telephone number of the Service User and/or the Service User's representative
- | The names and telephone numbers of other Support Workers when working in close proximity (for example, during a 'double up' visit)

NHS Test and Trace will ask for these records only where it is necessary. Reports to NHS Test and Trace must not contain data that goes beyond what is requested. All collected data must comply with the General Data Protection Regulation (GDPR) and must not be kept for longer than is necessary. Inspiring Aspirations Plus Ltd T/A Inspiring Support will make staff and Service Users aware that their contact information may now also be shared with NHS Test and Trace.

Any records or reports produced specifically for NHS Test and Trace should only be held for 21 days. After 21 days, this information must be securely disposed of or deleted as per AB62 - Archiving, Disposal and Storing of Records Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

5.12 Cleaning the Office and Workplace where there are Confirmed Cases of COVID-19

Inspiring Aspirations Plus Ltd T/A Inspiring Support will follow Public Health England [guidance on cleaning](#). An additional cleaning schedule must be in place that includes but is not limited to:

- | 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

5.13 Waste Disposal

Inspiring Aspirations Plus Ltd T/A Inspiring Support must follow the [government guidelines](#) on waste disposal and be aware of any changes required due to local guidance.

5.14 Working from Home

Where staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support are able to work from home and Inspiring Aspirations Plus Ltd T/A Inspiring Support has agreed to the arrangement, Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that PC19 - Home Working Policy and Procedure is followed.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will investigate mechanisms to communicate effectively with staff who work from home. The software made available by Microsoft [Teams](#), to support video conferencing and calls over Wi-Fi is an option that can be considered.

5.15 Visitors

The impact of the coronavirus is far greater for people with underlying health conditions and who are elderly. Inspiring Aspirations Plus Ltd T/A Inspiring Support will monitor the changing situation. All Service



Users should adhere to the government guidance on [what we need to do](#) in relation to the coronavirus pandemic, including in relation to visitors.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will display information posters and advise anyone that is unwell to stay away. There should be no unnecessary visiting to the premises of Inspiring Aspirations Plus Ltd T/A Inspiring Support. Where there are visitors to the premises of Inspiring Aspirations Plus Ltd T/A Inspiring Support, names and contact phone numbers will be documented should contact tracing be required. Inspiring Aspirations Plus Ltd T/A Inspiring Support can refer to AR47 - Visitors Policy and Procedure for more information.

Where restrictions on visitors are made, Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that risk assessments are in place, best interest decisions are recorded and the least restrictive options are taken. In human rights terms, this factors in the services and support supplied to Service Users by their visitors. Inspiring Aspirations Plus Ltd T/A Inspiring Support will review any Service Users who have lasting powers of attorney in place and ensure that any advance decisions are recorded.

5.16 Confidentiality

Inspiring Aspirations Plus Ltd T/A Inspiring Support will follow confidentiality and GDPR policies and procedures to ensure that the details of staff involved in caring for Service Users with suspected or confirmed COVID-19 are kept confidential. Employees must also respect each other's confidentiality and take care not to inadvertently share information when using social media.

Where staff are suspected or confirmed to have contracted COVID-19, their personal details must be treated as confidential, as they would be for any other Service User at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

5.17 Mass Testing and Vaccinations

Inspiring Aspirations Plus Ltd T/A Inspiring Support will seek to ensure that all Support staff, alongside Service Users, will be supported to follow Gov.UK guidance and requirements on the mass testing projects rolled out in response to spikes across the regions, to control further spread.

As a response to the roll out of vaccines starting December 2020 Inspiring Aspirations Plus Ltd T/A Inspiring Support will encourage all Support staff alongside Service User to participate in the planned vaccination programme and when called by the NHS should seek to follow any direct guidance given.



6. Definitions

6.1 Pandemic

- | A pandemic is the worldwide spread of a new disease. COVID-19 was characterised as a pandemic on 11th March 2020

6.2 World Health Organisation

- | The World Health Organisation (WHO) is a specialised agency of the United Nations that is concerned with world public health

6.3 COVID-19

- | Novel coronavirus is a new 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

6.4 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

6.5 The Health Protection (Coronavirus) Regulations 2020

- | The Health Protection (Coronavirus) Regulations 2020 were put in place with immediate effect on 25th February to impose restrictions on any individual considered by health professionals to be at risk of spreading the virus
- | The regulations apply to any individuals seeking to leave supported isolation before the current quarantine period is complete. It will also apply to future cases during the current coronavirus incident where an individual who may be infected or contaminated could present a risk to public health

6.6 Social Distancing

- | Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19)

6.7 Health and Social Care Key Workers

- | This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment

6.8 Long COVID

- | Long COVID describes the effects resulting from COVID-19. It now refers to those who continue to experience long term effects of COVID. Some have reported symptoms in excess of 12 weeks

6.9 Public Health England (PHE)

- | On 18 August 2020, it was announced that Public Health England was to be replaced by the National Institute for Health Protection, a new agency created to deal with the threat of infectious diseases by combining PHE with the NHS Test and Trace operation. PHE is currently responsible for:
 - | Making the public healthier and reducing differences between the health of different groups by promoting healthier lifestyles, advising government and supporting action by local government, the NHS and the public
 - | Protecting the nation from public health hazards
 - | Preparing for and responding to public health emergencies
 - | Improving the health of the whole population by sharing our information and expertise, and identifying and preparing for future public health challenges
 - | Supporting local authorities and the NHS to plan and provide health and social care services such as immunisation and screening programmes, and to develop the public health system and its specialist workforce
 - | Researching, collecting and analysing data to improve understanding of public health challenges, and



come up with answers to public health problems



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 Wash 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
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support must make sure it has the facts about the new coronavirus or the disease COVID-19 from a reliable source. Public Health England and the Department of Health and Social Care are two examples
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support must have an up-to-date business continuity plan in place. HS17 - 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 a second wave of coronavirus
- 1 It is important that Service Users are made aware of how they can help limit the spread of COVID-19 and that they understand the signs and symptoms of the disease
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support will need to work closely with Suffolk County Council, health providers, suppliers and other agencies to ensure that there is continuity and consistency of care



Key Facts - People affected by the service

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

- 1 Although vaccines are being rolled out, you must still wash your hands regularly with soap and water will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands
- 1 It is ok to feel worried or anxious. Inspiring Aspirations Plus Ltd T/A Inspiring Support has plans in place to make sure you will get the care that you need
- 1 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 new virus is called SARS coronavirus-2. The disease it causes is called COVID-19



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:

GOV.UK Vaccination information updated 7.12.2020

<https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff/covid-19-vaccination-a-guide-for-social-care-staff?fbclid=IwAR1ILFGLjdUEbqtd0BvfpGaF8r0Jn3D6IFIWgO2CIEbcpwVu2IRZBfd5POE>

GOV.UK information on consents with templates updated 7.12.2020

https://www.gov.uk/government/publications/covid-19-vaccination-consent-forms-and-letters-for-care-home-residents?fbclid=IwAR2INbtZksOwanasF_AUx3032xrvjcjnRhwZB_uLl6jy4MGiwUo8rIJ5_sw#history

GOV.UK Information and consent for staff updated 7.12.2020

https://www.gov.uk/government/publications/covid-19-vaccination-consent-form-and-letter-for-social-care-staff?utm_source=16568bbe-3bda-40e5-ac2e-bdaed78316f1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate&fbclid=IwAR3V2Tw7ynZjL4QDMZg3y5UM1MiT-nCoflVzk5d5x76ttwa162FpiXgALYY



Outstanding Practice

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

- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support 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
- 1 Staff have accurate and up-to-date information and Inspiring Aspirations Plus Ltd T/A Inspiring Support is able to respond quickly and safely to a fast-changing situation



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Key Worker Letter - HS32	To ensure that Key Workers are able to travel to work freely and can access schooling if required for their children	QCS

[Inspiring Aspirations Plus Ltd T/A Inspiring Support headed paper]

Date

Coronavirus (COVID-19) Designated Key Worker

Dear Sir or Madam

Re: (Insert Key Worker's Full Name)

In line with business continuity plans at Inspiring Aspirations Plus Ltd T/A Inspiring Support, you have been designated a key worker, as referred to by the Prime Minister in his announcement and press conference of 30th October 2020 and are required to maintain essential services and combat the spread of coronavirus (COVID-19) in the UK.

At this time, you have a critical role as part of the COVID-19 crisis and as such should be provided with the facilities available to key workers - access to key worker schooling provisions and transport arrangements in the event of a lockdown of the wider transport network and any other key worker provisions. I would like to take this opportunity to thank you for your ongoing support and the invaluable and critical service you provide.

Yours faithfully

Jo Kerley

Registered Manager