

CORONAVIRUS IN CARE SETTINGS: MANAGEMENT OF KNOWN OR SUSPECTED CASES		TICK
Please consider all the actions below (mark as not applicable [NA] as necessary) National guidance for care homes is here National guidance for domiciliary care is here Local portal with all local and national guidance is here :		
1.	Any resident who: <ul style="list-style-type: none"> • Is a close contact of a known case • Is suspected to have coronavirus, • Is awaiting a swab result for coronavirus • Has been tested positive for coronavirus and is within the 14 day period of isolation • Meets the case definition • Has been discharged from hospital Will be subjected to enhanced infection prevention and control (IPC) measures (and will need to isolate for 14 days). Please see here for current case definition.	
2.	<input type="checkbox"/> Any suspected cases (staff or residents showing symptoms) should arrange to be tested as soon as possible. National information on this can be accessed here . <input type="checkbox"/> Testing for symptomatic staff should be organised through the national portal here (or you may have an employer's portal) . Testing for symptomatic residents can be arranged through the national portal or through the CCG (Arley Medical Services) via Telephone: 01676 292 998 Email: Arley.mc@nhs.net <input type="checkbox"/> In the case of an outbreak whole home testing (all asymptomatic staff and all residents) would be prioritised as a follow up to the initial symptomatic testing. This can be requested via the national portal https://www.gov.uk/apply-coronavirus-test-care-home , or via the local scheme (run by Arley Medical Services) through the CCG – contact: warnoccg.covid19testing@nhs.net . <input type="checkbox"/> Guidance to assist with the interpretation of test results can be found here Flowchart guidance for care staff and residents following COVID-19 testing <input type="checkbox"/> Local guidance for home care and visiting staff can be found here	
3.	<input type="checkbox"/> Inform, Public Health England (PHE) if there is a suspected or confirmed case. If there are 2 or more suspected or confirmed cases this needs to be reported as an outbreak. <input type="checkbox"/> The select survey form should be filled in and sent to PHE https://surveys.phe.org.uk/TakeSurvey.aspx?SurveyID=n4KL97m2I Tel: 0344 225 3560 (option 0, option 2) Email: WM.2019CoV@phe.gov.uk	
4.	Key Contacts for Early Advice and Support include: <ul style="list-style-type: none"> <input type="checkbox"/> Public Health England – Tel: 0344 225 3560 (option 0, option 2) <input type="checkbox"/> Infection Prevention and Control Nurses and Quality Leads via the Local Authority and the CCG - all contact details in Appendix 1. Contact details for ordering PPE are also listed. <input type="checkbox"/> 111 online Coronavirus services is available here or via calling 111 service if you are unable to access the online platform. 	
5.	In the interim: <ul style="list-style-type: none"> <input type="checkbox"/> Isolate or ask the service user to self-isolate in a single room if in a residential setting or at home if in the community. <input type="checkbox"/> Prevent potential transmission of infection to other service users and staff by following the IPC steps in section 6. 	
6.	Implement infection prevention & control precautions immediately: <ul style="list-style-type: none"> <input type="checkbox"/> Hand hygiene should be implemented before entering and after leaving the room or house. <input type="checkbox"/> Resident /client should remain in their room/ home with the door closed. Appropriate signage in a residential setting should be placed on the door. <input type="checkbox"/> PPE must be worn, in line with infection control precautions (all staff should be trained how to don and doff safely), to include: disposable gloves, disposable apron, fluid resistant surgical masks and face visor if splashing is anticipated for any contact with residents whether COVID positive or not (sessional mask use is permitted). 	

	<ul style="list-style-type: none"> <input type="checkbox"/> All PPE should be disposed of in clinical waste, as per policy. Waste from client's own home can be disposed of in a black bags, double bagged and left in a secure area for 72 hours prior to be disposed of in general waste. <input type="checkbox"/> If possible, allocate a toilet and washing facilities for the individual and if this is not possible, aim for them use facilities after everyone else and clean them in line with guidance. <input type="checkbox"/> Linen should be treated as infected linen. In a client's own home laundry should be washed on separate wash on the hottest wash the fabrics will withstand. <input type="checkbox"/> Cleaning of resident's room and equipment should be undertaken with detergent followed by chlorine releasing agent, achieving a strength of 1,000ppm chlorine. Cleaning of the wider environment should be undertaken daily using a hypochlorite (chlorine based) solution 1000 parts per million (e.g. Milton 1:10). To achieve this, dilute 1 Milton 4g tablet in 500mls water, or add 1 part Milton 2% solution to 10 parts water. <input type="checkbox"/> The door of any room they are restricting themselves to, should be kept closed. If possible, open a window to the outside to help keep the room well-ventilated. 	
7.	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain twice daily monitoring of all service users for elevated temperature and other symptoms to be able to identify affected individuals as early as possible. 	
8.	<ul style="list-style-type: none"> <input type="checkbox"/> Staff should be allocated to work in separate teams, to facilitate caring for affected service users versus those not affected. 	
9.	<ul style="list-style-type: none"> <input type="checkbox"/> Staff with symptoms should be excluded from work, should self-isolate for at least 14 days from the onset of symptoms following the current advice. If someone has serious symptoms and they cannot manage at home, they should use NHS 111 online. Flowcharts to assist with interpreting test results for staff can be found at link above in section 2. 	
10.	<p>Close the home to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Admissions/appointments: Postpone non urgent transfers, and cancel non urgent hospital outpatient appointments. If hospital appointments are essential, discuss with the health professional the resident is due to see and inform the nurse in charge about the outbreak so that they can arrange for the resident to be seen at the end of the day (if possible) and as quickly as possible avoiding exposure to other people. <input type="checkbox"/> If there is an outbreak, consider whether the home needs to be closed through discussion with PHE. <input type="checkbox"/> Staff should not be working in more than one care home, including any agency staff. 	
11.	<ul style="list-style-type: none"> <input type="checkbox"/> Allow only essential visitors. Essential visits are those on compassionate grounds and by allied professionals only. Visitors should be provided with gloves, aprons and FRSM (fluid resistant surgical masks), and should be shown how to use these. <input type="checkbox"/> Inform all visitors of the potential risks of infection and ensure visitors follow good hand-hygiene practices. 	
12.	<p>Daily actions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Encourage the home to nominate a named staff member to co-ordinate and communicate outbreak information. <input type="checkbox"/> Maintain and update an <u>Outbreak Checklist</u> recording affected services users/staff. See Appendix 2. <input type="checkbox"/> Maintain information about the immunisation status (influenza and pneumococcal) for service users and staff to aid risk assessment. 	
13.	<ul style="list-style-type: none"> <input type="checkbox"/> If a service user requires transfer to hospital during an outbreak, inform ambulance personnel and phone ahead to the hospital and let them know. When discharged from hospital, service users must isolate for 14 days as per current guidance (or as per any new guidance published). 	
14.	<ul style="list-style-type: none"> <input type="checkbox"/> If the home is closed as part of the outbreak, it should remain closed until advised to reopen by the local IPC team in consultation with PHE. . 	

APPENDIX 1:

PHE and Local Authority COVID-19 Care Home/Domiciliary Care Offer

Local Authority & CCG: Coventry City Council, Warwickshire County Council, Coventry Rugby CCG, Warwickshire North CCG, South Warwickshire CCG

PLEASE NOTE THAT URGENT QUERIES NEED TO BE ESCALATED THROUGH THE USUAL ON-CALL MECHANISMS OUT OF HOURS

Key contact completing this form: Nadia Inglis, Consultant in Public Health

ACTION	OWNER	CONTACT DETAILS	NOTES
<p>Initial risk assessment of individual care home situations and immediate advice regarding swabbing, PPE use and operational issues within the home</p>	<p><i>PHE West Midlands COVID-19 cell</i></p>	<p>Tel: 0344 225 3560 op0 op2 Email: WM.2019CoV@phe.gov.uk</p>	<p><i>Care homes, LAs and CCGs should preferentially use the new online reporting tool (but telephone is also absolutely fine if needed):</i> https://surveys.phe.org.uk/TakeSurvey.aspx?SurveyID=n4KL97m2I</p>
<p>Undertake swabbing of care home residents in potential outbreak</p>	<p>CCG</p>	<p>Email: warnocg.resiliencecovwarks@nhs.net This is the email address of the Co-ordinating Incident Control Centre for the CCGs who will organise swabbing. Can also contact Arley Medical Services direct (see protocol)</p>	<p>Local protocol for testing symptomatic residents and for local whole home outbreak testing (click on link – need to download word document to get to embedded documents). We will prioritise those homes with new outbreaks for whole home testing.</p>
<p>Symptomatic staff swabbing</p>	<p><i>Care agencies/WCC/CCC</i></p>	<p>Warwickshire Lynnbassett@warwickshire.gov.uk</p>	<p>Providers can signpost staff to national portal https://www.gov.uk/apply-coronavirus-test-essential-workers</p>

		Coventry covid19testing@coventry.gov.uk	OR do via themselves as employers OR come via WCC/CCC (contact details to left)
Response to PPE supply issues	CCG/LA	Coventry Email: PPEProviderRequests@coventry.gov.uk 5 day service 9am-5pm, but requests up to 1pm on Friday will allow PPE to be distributed for the weekend. Aiming to be a 7 day service. Warwickshire Email: cv19ppe@warwickshire.gov.uk 7 day service 9am-5pm. Checked periodically on Saturday and Sunday but not constantly.	
Response to other general queries, including public health enquiries (for both domiciliary care and care homes)	LA/PHE <i>For local authority (including public health) support</i>	Coventry in hours SocialCareCommissioning@coventry.gov.uk Warwickshire in hours cv19supplierfaq@warwickshire.gov.uk (Specific public health questions will be forwarded through to the public health team)	
Provision of clinical management support systems to care home residents	CCG	Please note the below support is in-hours only Care Home Quality Nurses Coventry Rugby CCG Email: sandra.fulton@coventryrugbyccg.nhs.uk Tel: 07825218774 South Warwickshire CCG	<i>Three clinical nurses offer clinical support across all care provision in Coventry. Including home support, supported living and care homes</i>

		<p>Email: lorna.wheeler@southwarwickshireccg.nhs.uk Tel: 07795386076</p> <p>Warwickshire North CCG Email: sandra.milbourne@warwickshirenorthccg.nhs.uk Tel: 07717695360</p>	
Provision of ongoing infection prevention and control advice for care homes (for domiciliary care – go via local authority contacts)	CCG/LA	<p>Email: warnoccg.resilienc covwarks@nhs.net This is the email address of the Co-ordinating Incident Control Centre for the CCGs who hold the Infection Prevention and Control (IPC) rota for Coventry and Warwickshire (this rota is staffed 8am to 8pm 7 days a week, as is the Incident Control Centre inbox). Out of hours queries re infection control that are not picked up by the care home quality nurses (see box above) are picked up by the IPC team</p> <p>For in hours advice – the CCG Care Home Quality nurses (see box above) should be contacted.</p>	
Provision of ongoing general follow up with simple advice	LA	<p>Tel: Please see response to “Response to other general queries”</p> <p>Coventry in-hours Social Care Commissioning SocialCareCommissioning@coventry.gov.uk</p> <p>Warwickshire in-hours Social care Quality/Commissioning cv19supplierfaq@warwickshire.gov.uk</p>	

Provision of ongoing general follow requiring repeat risk assessment or more complex advice	PHE West Midlands local patch team / PHE West Midlands COVID-19 cell	Tel: 0344 225 3560 op0 op2 Email: WM.2019CoV@phe.gov.uk	
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APPENDIX 2:

Checklist for care homes

Residents

Have there been any new residents with symptoms suggestive of COVID-19, since last contact with PHE? If so, how many?

What is the current number of residents with symptoms suggestive of COVID-19?

What is the total number of residents in the home currently?

What is the date of onset of the most recent symptomatic resident?

Have there been any deaths in residents where COVID-19 is the suspected cause, since last contact with PHE? If yes, how many?

Has there been any swabbing of residents undertaken in the care home? If yes, how was the testing arranged and how many residents are positive?

Staff

Have there been any new staff members off work due to symptoms of COVID-19? If yes, how many?

Have any staff been seriously unwell or admitted to hospital?

How many staff are off work?

How many permanent staff work at the home? (is it the same as previously recorded ..)

Are you currently managing to maintain safe staff levels?

Has there been any swabbing of staff undertaken? If so, how was this accessed? How many staff have tested positive?

Do you have any concerns regarding PPE for staff members?

Have these concerns been raised with LA/CCG/providers?

Do you have any concerns regarding infection control arrangements