

## Contingency Plan Statement

This contingency plan is to support the safe delivery of our service and includes information on how to support the service to run smoothly and what we will do in the case of an outbreak within our service.

**This plan contains 3 steps:**

1. General Guidance
2. Protection and Prevention
3. Emergency Actions

This plan supplements the following policies, procedures and guidance:

- ☐ Coronavirus Policy and Procedure
- ☐ Infection Control Policy and Procedure
- ☐ Handwashing Policy and Procedure (Supplemented with Handwash and Hand-rub guidance)
- ☐ Sickness Policy and Procedure

**This contingency plan is subject to change, and will be updated with all new information regarding COVID-19 as necessary**

At present staff are providing care like we do on a normal day to day basis.

We have no confirmed cases of any staff, service users or their family having the COVID-19 virus at the time of this plan.

In case of an outbreak or staff / service users experiencing symptoms (without a positive test).

We will prioritise service user visits in line with the categories below:

## Prioritising Service Users

In order to support safe operation, we have identified service users into **three** categories, based on their needs of care. If an outbreak occurs within our area, we will prioritise calls in accordance with this. (SEE APENDIX A)

- ☐ **Category A:** Service users who will need at least TWO calls a day or more and cannot manage at home without a visit. **NB 2 CLIENTS FALL IN THIS CATEGORY –SEE APPENDIX - A** *Category A: are service users who are palliative care, people with Type 1 and Type 2 diabetes, service users who have restricted mobility or sensor impairment who rely on care staff (as they live alone or their care needs a special skill as using HOISTS, PEG feeding or emptying stoma bag...) solely for all their transfers, nutrition and personal needs, and taking medication.*
- ☐ **Category B:** Service users who might be able to manage but who may need a call once a day and this list will also be monitored to see how they are. **NB1 CLIENTS FALL IN THIS CATEGORY –SEE APPENDIX - A.**  
*Category B: are service users that have reduced mobility needs but have family members who live at home who can assist with their care needs and Service users who only use our services for personal care.*
- ☐ **Category C:** Service users who can manage without a call as they are independent or have family nearby or family have agreed to take over care for the next 14 days while in isolation.

We will telephone these people each day and see how they are.

- ☐ *Category C: are service users, who are fully independent, who can mobile without assistance, do all their personal care, fluid and nutrition themselves. **NB8 CLIENTS FALL IN THIS CATEGORY***  
**–SEE APPENDIX - A**

## Protection and Prevention (Step 1)

Action	Completed	Additional Comments
Monitor new and good practice guidance	Ongoing	To be reviewed and updated daily
Monitor news and updates	Ongoing	
Implement Coronavirus Policy and Procedure	Implemented	A copy sent to every staff via their emails
Prepare a fact sheet	Implemented	To circulate to all staff
Review <ul style="list-style-type: none"> <li><input type="checkbox"/> Infection Control Policy</li> <li><input type="checkbox"/> Handwashing Policy</li> <li><input type="checkbox"/> Handwash / hand-rub guidance</li> <li><input type="checkbox"/> Sickness Policy</li> </ul>	Kept updated-	Created (PPE) Resource for Care workers- During sustained COVID-19 Transmission in the UK.
Provide staff with the following information and guidance: <ul style="list-style-type: none"> <li><input type="checkbox"/> Coronavirus Policy and Procedure</li> <li><input type="checkbox"/> Infection Control Policy</li> <li><input type="checkbox"/> Handwashing Policy</li> <li><input type="checkbox"/> handwash / hand-rub guidance</li> <li><input type="checkbox"/> Fact Sheet</li> <li><input type="checkbox"/> Sickness Policy</li> </ul>	kept updated	Regular messages being sent to them to keep them updated
Contact all staff and ask if they or any of their immediate family / close contacts have returned from any of the key places as identified by gov.uk		All staff received a letter advising them that they should stay at home (self-isolate) and should contact NHS 111 online.
Write to all service users	Completed/ Letter, updated care plan and risk assessment.	Service user were advised to shield during the lock-down due whilst adhering to key government guidelines.
Arrange for PPE (gloves and aprons) to be left in all service user's homes.	Completed	In service users' folders
Prepare emergency packs (gloves, aprons, facemasks, liquid soap, paper towels and hand-rub) for staff to use if required. (Minimum 10)	Completed	Complete ADAS and CQC Report online.
Obtain if possible full body overalls (for emergency visits) COVID-19		To follow COVID-19 Personal Protective equipment (PPE)- Resource by Public Health England for care workers delivering

		homecare (domiciliary care) during sustained COVID-19 Transmission on the UK. <a href="http://www.nhs.uk/coronavirus">http://www.nhs.uk/coronavirus</a>
Identify Priority visits (in line with categories) (in case of outbreak within service)		Assess the risks & Follow Guidance published by NHS
Identify those visits which can be postponed or cancelled. (in line with categories) (in case of outbreak within service)		As noted above.

## Emergency Actions (Step 2) If an outbreak occurs

### Office:

If the office closes, all senior and office staff will be asked to work from home.

Office staff will be given tasks to maintain the running of the service.

(Prior to the office re-opening – a deep clean should be arranged).

### Staff:

If staff report they have COVID-19 symptoms they must contact NHS 111 for further support. Staff should self-isolate in line with government guidelines.

If staff test positive for the virus, they must stay at home for 14 days and self-isolate.

*(Sick pay will be paid during this time, as long as confirmation from NHS staff telling them to self-isolate has been given and is written in email format and is sent to the manager).*

Care staff who are well and working will be directed to cover calls in all areas regardless of where they live.

Senior staff maybe required to cover Category A and B service users calls and phone Category C customers each day if there is a severe staff shortage due to the outbreak.

If a staff member tests **positive** their care visits will be reviewed to ascertain their visits for the last 14 days and service users, relatives and care management will be informed. Service users will be advised to contact NHS 111 for further advice.

Where service users have been visited by a staff member who has tested positive, their visits will be prioritised in order with the categories within this plan.

Staff visiting those service users who may have been infected by another staff member, will be issued with an emergency pack for each service user.

### Service Users

If a service user reports that they feel unwell, they will be supported to contact NHS 111 for further support.

Their visit will be prioritised in order with the categories within this plan.

If a service user has tested **positive** their care visits will be reviewed to ascertain who visited in the last 14 days. Each staff member will be informed.

Staff members who visited, will be advised to contact NHS 111.

The care manager will be contacted to advice of positive result and further advice will be sought.

Their visit will be prioritised in order with the categories within this plan. (If the service user is a high-risk vulnerable person – minimal staff will be allocated and issued with a full emergency pack).

**If the company experiences severe low staffing levels then all cleaning calls will be restricted to one call a fortnight, all social visits or sitting services will be reduced in time, if the service user is happy to do so and in agreement with the care manager.**

Comfort Zone Care Services Ltd will follow guidance for domiciliary care agencies of all forms, supported living and extra care housing services. The guidance covers these areas:

[1. Personal protective equipment \(PPE\)](#)

[2. Shielding and care groups](#)

[3. Hospital discharge and testing](#)

[4. Government support for social care](#)

[5. Information collection and governance](#)

[6. Other areas](#)

[Annex: care group definitions](#)

The key public health points to note in this guidance are:

- **PPE**
  - o Refers to guidance for domiciliary care  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/884165/Domiciliary\\_guidance\\_England.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/884165/Domiciliary_guidance_England.pdf)
  - o Discusses who is responsible for the provision of PPE – usual wholesalers, local resilience forum for urgent supplies; National supply disruption response for emergency supplies beyond this.

#### **FURTHER REFERENCES:**

**Sources:** This contingency plan has been put together in line with the following guidance:

- <https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>
- ☐ Comfort Zone Care Services Ltd Relevant policies and procedures& Guidance Documents.
- ☐ ***PPE Guidance for Domiciliary Care***
- <https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care>
- ☐ [https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm?utm\\_source=govdelivery&utm\\_medium=email&utm\\_campaign=coronavirus&utm\\_term=intro-1&utm\\_content=aircon-22-jun](https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=intro-1&utm_content=aircon-22-jun)
- ☐ <https://publichealthmatters.blog.gov.uk/2020/06/24/covid-19-and-summer->

[temperatures/](#)

□ ***PPE requirements for all care settings***

- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/879111/T4 poster Recommended PPE additional considerations of COVID-19.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879111/T4_poster_Recommended_PPE_additional_considerations_of_COVID-19.pdf)

□ ***Covid-19: Test and Trace Scheme***

- <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>