



Review Sheet		
Last Reviewed 09 Nov '20	Last Amended 09 Nov '20	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p> <p>MEDIUM IMPACT</p>	
Reason for this review		
Were changes made?	Yes	
Summary:	This policy will support the service with admissions during the COVID-19 pandemic. It has been updated to include reference to long-term effects of COVID-19 in sections 5.3 and 5.14. Additional references have also been included and existing references checked.	
Relevant legislation:	<ul style="list-style-type: none"> • The Care Act 2014 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Health and Safety at Work etc. Act 1974 • Mental Capacity Act 2005 • Mental Capacity Act Code of Practice • General Data Protection Regulation 2016 • Data Protection Act 2018 • Coronavirus Act 2020 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: Gov.uk, (2020), <i>Coronavirus (COVID-19): providing home care</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-providing-home-care [Accessed: 9/11/2020] • Author: GOV.UK, (2020), <i>COVID-19 Infection Prevention and control</i>. [Online] Available from: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control [Accessed: 9/11/2020] • Author: GOV.UK, (2020), <i>Coronavirus (COVID-19): provision of home care</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-providing-home-care/coronavirus-covid-19-provision-of-home-care?utm_campaign=11563480_Government%20guidance%20digest%20220520&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6VUFS,VOYMR2,RN4AP,1-discharge-and-testing [Accessed: 9/11/2020] • Author: HM Government, (2020), <i>COVID-19 Hospital Discharge Service Requirements</i>. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/541119/covid-19_hospital_discharge_service_requirements.pdf [Accessed: 9/11/2020] • Author: SCIE, (2020), <i>Providing care and support at home to people who have had COVID-19</i>. [Online] Available from: https://www.scie.org.uk/care-providers/coronavirus-covid-19/home-care/recovering-at-home?utm_campaign=11953200_Supporting%20People%205%2011%202020&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,7475C,1VNEU0,SS1F7,1 [Accessed: 9/11/2020] 	
Suggested action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App • Develop training sessions for relevant staff • Ensure relevant staff are aware of the content of the whole policy 	



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**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 provide updated advice on measures that CCK Support Ltd has put in place prior to a Service User being admitted to CCK Support Ltd to ensure that Service Users are managed appropriately and safely and that staff are protected.

1.2 This policy refers directly to COVID-19 and should be read in conjunction with the standard Admission and Discharge Policy and Procedure at CCK Support Ltd. The Department of Health and Social Care, [Coronavirus \(COVID-19\): provision of home care](#) and [Hospital discharge service requirements](#) documents must also be read.

1.3 To support CCK Support Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.4 To meet the legal requirements of the regulated activities that CCK Support Ltd is registered to provide:

- | The Care Act 2014
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Safety at Work etc. Act 1974
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice
- | General Data Protection Regulation 2016
- | Data Protection Act 2018
- | Coronavirus Act 2020



2. Scope

2.1 The following roles may be affected by this policy:

- | Registered Manager
- | Other management
- | Administrator
- | Care staff

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
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS

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3. Objectives

- 3.1** CCK Support Ltd acknowledges its role in relieving pressure on frontline NHS services whilst ensuring the wellbeing and safety of all individuals involved.
- 3.2** Staff are aware of their role and responsibilities with regards to admissions during the COVID-19 pandemic and have clear directives for effective communication when working in partnership with hospital staff, Kent County Council and other professionals involved in the discharge of Service Users.
- 3.3** CCK Support Ltd promotes and advocates the use of advance planning approaches to ensure that the wishes and preferences of Service Users are established and taken into consideration when planning discharges or admissions.
- 3.4** To ensure that there is clear visibility of capacity and to understand the impact of COVID-19 on CCK Support Ltd, the 'Update CQC on the impact of COVID' online form should be completed by CCK Support Ltd, where possible, on a daily basis. The [provision for homecare](#) guidance outlines this requirement.



4. Policy

- 4.1** CCK Support Ltd is prepared for the possibility that, in order to relieve pressure on the frontline services, there may be an increased demand for Care from CCK Support Ltd. This may include receiving Service Users back from hospital or from within the community who are COVID-19 positive in order to support them in isolation. CCK Support Ltd will work in partnership with necessary bodies such as Public Health England and the NHS to support this, whilst ensuring the wellbeing and safety of its other Service Users and staff.
- 4.2** CCK Support Ltd understands that staff, Service Users and their families will understandably feel concerned about the risks posed by accepting Service Users from hospital or from within the community who either have symptoms, have no symptoms and have not been tested or who have had COVID-19 and are no longer symptomatic. CCK Support Ltd recognises, however, that there is an obligation to protect the NHS for the most critically ill and will ensure that robust risk assessments with stringent infection control and personal protective equipment procedures are in place to ensure that CCK Support Ltd can support the national effort to manage the COVID-19 pandemic.
- 4.3** CCK Support Ltd will communicate clearly with staff, have procedures in place to protect staff who themselves are vulnerable to COVID-19 or who are shielding family members. Furthermore, CCK Support Ltd will ensure that, through careful planning and robust precautions, the wellbeing and safety of Service Users at CCK Support Ltd are protected and maintained.



5. Procedure

5.1 Data Collection During COVID-19

- | The CQC will communicate with CCK Support Ltd directly in relation to the online form 'Update CQC on the impact of COVID'
- | All homecare providers have been asked to complete the form, where possible, on a daily basis from 13th April 2020

5.2 Admissions to CCK Support Ltd from Hospital

- | CCK Support Ltd understands the requirements to complete the CQC's online form and will aim to remain open to new Service Users as much as possible during the pandemic to support pressures on the NHS and other services
- | However, CCK Support Ltd will ensure that a risk assessment is carried out with staff availability, the ability to isolate the Service User and the availability of supplies, including personal protective equipment, taken into account
- | The Registered Manager will determine if CCK Support Ltd can meet the needs of the Service User and will escalate any concerns to CCK Support Limited
- | All individuals discharged from hospital will be tested and can be safely discharged as long as guidance on PPE is correctly followed by CCK Support Ltd. Staff can refer to **HS11 - Personal Protective Equipment (PPE) Policy and Procedure** for more information
- | Those individuals whose test results have yet to be received can be discharged and it must be assumed that the person could be COVID-19 positive
- | If CCK Support Ltd agrees to accept a Service User who is COVID-19 positive, CCK Support Ltd will follow the procedure for supporting Service Users with COVID-19 as documented in **HS16 - Coronavirus Policy and Procedure** at CCK Support Ltd
- | If a Service User has no COVID-19 symptoms or has tested positive for COVID-19 but is no longer showing symptoms and has completed their isolation period, then care can be provided as normal following the required PPE requirements
- | CCK Support Ltd may ask the Service User, as a precaution, to isolate for 10 days however, and support them as if they are COVID-19 positive
- | The Hospital Discharge Service and staff will clarify with CCK Support Ltd the COVID-19 status of an individual and any COVID-19 symptoms during the process of transfer from a hospital
- | A local co-ordinator will be appointed with accountability for all elements of the discharge process covered by the 19th March 2020 [COVID-19 discharge guidance](#)
- | Where CCK Support Ltd identifies any inadequacies in an individual's discharge summary, this should be escalated to the local co-ordinator
- | Kent County Council can be contacted by CCK Support Ltd to determine who the local co-ordinator is

5.3 Action Required Once the Service User is Accepted

- | Complete the assessment over the phone or via video conferencing
- | Determine if the Service User is deemed clinically stable, suitable and well enough to discharge from hospital
- | Identify the level of frailty of the Service User using the [Clinical Frailty Scale](#) to ensure that there is a shared understanding between health providers and CCK Support Ltd
- | Ensure that medication, equipment and staff with the right levels of skills are considered
- | Ensure that there is an appropriate plan in place for the ongoing support and management of the Service User
- | Carry out a risk assessment to ensure that Ms Susanne Wild and Dee Byron is able to accommodate requirements for self-isolation where required
- | Every potential new Service User must be treated on a case by case basis. A risk assessment must be completed to support a safe means of supporting new Service Users

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- | The risk assessment will include where the Service User lacks capacity and whether the Service User walks with purpose and how this will be managed with CCK Support Ltd to avoid the risk of spreading the virus. (There is a template included in the risk assessments on the QCS site to support this)
- | Ensure that there is a means of transportation from the hospital arranged and confirm the date that Care will commence
- | Communicate with staff and follow the usual procedure for welcoming new Service Users to CCK Support Ltd
- | Ensure that the Service User has information about social distancing measures and staff practices during the COVID-19 pandemic, as well as a rota of their scheduled visits
- | If the Service User needs to be isolated, ensure that staff are prepared with the correct personal protective equipment
- | Ensure that staff are fully trained and understand the [long-term effects of COVID-19](#)

5.4 Admissions from the Community to CCK Support Ltd

Where enquiries to support individuals from the community are received by CCK Support Ltd, prior to supporting, staff will:

- | Complete the Service User's assessment over the phone or via video conferencing
- | CCK Support Ltd will need to be aware of the temporary changes to the [Care Act](#) which impact on needs assessments
- | Ensure that staff are aware of the symptoms of COVID-19 and carry out a screening check before the Service User is supported to ensure the correct precautions can be put in place
- | Complete the risk assessment template as located in the 'Forms' section of this policy and in the QCS Risk Assessment section
- | Discuss the Care with the Service User's GP or other healthcare professionals involved in their Care to identify any current isolation advice for that Service User or the household in which they live
- | Inform Care Workers that the Service User is being supported from the community and how they should be managed based on symptoms. However, if symptoms worsen, they must escalate concerns in a timely manner to the Service User's GP, 111 or 999, dependent on the severity
- | In addition, staff will be aware that new Service Users may have COVID-19 and not present with symptoms. Therefore, it may be necessary to use barrier precautions on the advice of the Service User's GP or other primary healthcare professionals. This advice must be sought before the Service User is supported

5.5 Wellbeing of Current Service Users and Staff

- | CCK Support Ltd must implement daily monitoring of COVID-19 symptoms with Service Users and staff at CCK Support Ltd
- | Assess Service Users during their scheduled visits for the development of a fever (37.8°C or higher), cough or shortness of breath, or a loss or change in their usual sense of smell or taste. Immediately report Service Users with fever or respiratory symptoms to NHS 111
- | CCK Support Ltd will ensure that staff are aware that Service Users may not always have the same symptoms of COVID-19 and will need to be aware of the recognised COVID-19 symptoms (see 'Forms' section)
- | If staff feel unwell, i.e. high temperature, new/continuous cough or loss or change in sense of smell or taste, they must not come into work without first contacting Ms Susanne Wild and Dee Byron
- | Staff must follow PA07 - Sickness Absence Policy and Procedure at CCK Support Ltd and ensure that they give 3 hours notice before the start of the shift wherever possible
- | CCK Support Ltd will utilise the [RESTORE2 tool](#) to monitor signs of deterioration. Policies and procedures on temperature, blood pressure, pulse, oxygen saturation levels and respiration rates at CCK Support Ltd will be used as these reflect the National Early Warning score best practice
- | Consent must be obtained from both staff and Service Users prior to checking the clinical observations
- | Where Service Users lack capacity to consent, a best interest decision must be considered and recorded

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- | Staff must be provided with privacy to record their temperature and confidentiality must be maintained
- | Staff must be trained to take the observations and understand when to escalate concerns

5.6 Suspected COVID-19 in a Service User

- | Any Service User with symptoms of COVID-19 must isolate immediately
- | Contact the NHS 111 COVID-19 service for advice on assessment and testing
- | If further clinical assessment is advised, contact their GP
- | If symptoms worsen during isolation or they are no better after 10 days, contact their GP for further advice around escalation and to ensure that person-centred decision making is followed
- | For a medical emergency, dial 999
- | Staff should immediately instigate full infection control measures to care for the Service User with symptoms, which will avoid the virus spreading and stop staff members becoming infected. CCK Support Ltd will follow HS11 - Personal Protective Equipment (PPE) Policy and Procedure and CC34 - Infection Control Policy and Procedure at CCK Support Ltd and current Public Health England guidance on PPE
- | Discuss with the Service User the reasons for isolation and provide support for them to discuss this with their family using mobile devices where required
- | Review and update the Care Plan and risk assessment
- | Ensure that any advance decisions are recorded and the correct documentation is available
- | Where the Service User lacks capacity, continue to explain and ensure that the least restrictive options are taken to maintain their safety and the safety of everyone at CCK Support Ltd. Where required, involve the Service User's GP

5.7 Avoiding Admissions to Hospital

If a Service User is unwell:

- | Review the Service User's Care Plan and update if required
- | Review the Service User's Advance Care Plan
- | Contact the Service User's GP and community healthcare staff to seek advice
- | If necessary, contact NHS 111 for clinical advice, 999 in an emergency
- | Postpone routine, non-essential medical and other appointments
- | Review and postpone all non-essential appointments (medical and non-medical) that would involve the Service User visiting the hospital or other health care facilities
- | If medical advice is needed to manage routine care, consider arranging this remotely via a phone call with the GP or named clinician

5.8 Decisions About Transferring a Service User to Hospital with COVID-19

If a Service User shows symptoms of COVID-19:

- | Assess the appropriateness of hospitalisation. The Service User, the GP or NHS 111 must be involved in this decision
- | Review the Service User's Advance Care Plan or Treatment Escalation Plan and discuss with the Service User and/or their family or Lasting Power of Attorney, as appropriate, following the usual practice to determine if hospitalisation is the best course of action for the Service User
- | Follow national guidance and seek advice from the 111 Coronavirus service

5.9 If Hospitalisation is not Required:

- | Follow infection prevention and control, and isolation procedures and consult the Service User's GP for advice on clinical management or end of life care as appropriate
- | Ensure that staff are aware of the current guidance from [NICE](#): COVID-19 rapid guideline: critical care in adults, NICE guideline [NG159]

5.10 COVID-19 Testing

Anyone displaying symptoms of COVID-19 can apply to be tested for COVID-19. For more information, refer to CC98 - COVID-19 Testing Policy and Procedure at CCK Support Ltd.

5.11 COVID-19 Testing and Transfers into the Community

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Negative tests are not required prior to transfers/admissions into the community. Where CCK Support Ltd receives a new or existing Service User who has been discharged from hospital with a previous positive COVID-19 test, the hospital will provide:

- | The date and results of any COVID-19 test
- | The date of the onset of symptoms
- | A care plan for discharge from isolation

A local co-ordinator will be available for CCK Support Ltd to liaise with, who has accountability for the discharge process.

5.12 Mental Capacity Act Considerations

Staff will be aware that DoLS legislation remains in place and therefore, staff must ensure that the Mental Capacity Act and Best Interest Decision making processes are followed. Where it is thought that Service Users may be deprived of their liberty, staff must ensure that procedures are followed.

Where a Service User lacks the capacity to make decisions and retain information, they may not be able to follow recommended isolation guidance. For situations where Service Users walk with purpose, the Care Plan must provide details around how best to manage this and a risk assessment completed. Staff must not use physical restraint and should refer to **CR17 - Restraint Policy and Procedure** at CCK Support Ltd for further detail and carry out a risk assessment. Where behaviours become challenging to manage and there is an increased risk to staff and Service Users, staff will, in a timely manner, escalate their concerns to the Service User's GP or Community Mental Health Team.

5.13 Sharing of Information and Partnership Working

In order to ensure that CCK Support Ltd can provide a continuous service to support frontline pressures, CCK Support Ltd will:

- | Use the CQC online form to alert others of the impact that COVID-19 is having on the service
- | Ensure that telehealth facilities are available such as the use of Skype and that other tools to access advice from GPs, acute care staff, local Public Health England health protection teams and community health staff, can be provided

Staff will ensure that, at all times, they comply with the Data Protection Act when sharing information or using the above sources of communication.

5.14 Training and Education

- | Ms Susanne Wild and Dee Byron will closely follow updated guidance directly from [GOV.UK](https://www.gov.uk), [NHS](https://www.nhs.uk) and local Commissioning/NHS policy and adapt practices to align with their requirements and recommendations
- | Staff will be updated through regular briefings from Ms Susanne Wild and Dee Byron in changes to practice as provided by GOV.UK or the NHS
- | Training will emphasise that staff will only work within the realm of their competence at all times, in accordance with their codes of conduct. Where upskilling of staff is necessary due to the impact of COVID-19 on staff supply, this will be provided using a Training Needs Analysis approach
- | CCK Support Ltd will ensure that staff regularly log into the Quality Compliance System to make sure they are reading the most up-to-date advice
- | Where Service Users require additional support due to the long-term effects of COVID-19, this will be documented in the Service User's Care Plan and staff will be supported and trained to carry this out



6. Definitions

6.1 Advance Care Plan

- | A care plan that outlines and describes the person's wishes and is to be followed when the person lacks capacity or is not able to share these wishes directly

6.2 COVID-19

- | COVID-19 is a new illness that can affect the lungs and airways. It is caused by a type of coronavirus

6.3 Outbreak

- | An outbreak is two or more cases which meet the case definition of possible or confirmed case, within a 14-day period. This definition is for care homes. There is no definition of an outbreak for people living in supported living or extra care schemes

6.4 Possible Case of COVID-19

- | Any Service User (or staff) with symptoms of COVID-19 (high temperature or new continuous cough), or new onset of influenza-like illness or worsening shortness of breath

6.5 Confirmed Case of COVID-19

- | Any Service User (or staff) with laboratory confirmed diagnosis of COVID-19

6.6 Infectious Case

- | Anyone with the symptoms of COVID-19 is an infectious case for a period of 10 days from the onset of symptoms

6.7 Symptoms of COVID-19

- | Symptoms of COVID-19 (Coronavirus) are the recent onset of a new continuous cough, a high temperature and/or a loss or change in the normal sense of taste or smell. This is the current NHS definition. However, it is important to be aware that the Service User may have different symptoms of COVID-19



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | When considering admissions and discharges during this current pandemic, staff and Service Users' wellbeing and safety are paramount
- | Staff must individually risk assess each potential new Service User to ensure that CCK Support Ltd can safely meet their needs and reduce any risk of transmission of COVID-19 once admitted
- | Staff will work in partnership with key personnel such as GPs, Health Protection Teams, Frontline NHS staff, with clear and efficient communication as the key to successful partnership working
- | Staff must ensure that the wishes and preferences of Service Users and their future care needs are gathered and recorded on an Advance Care Plan



Key Facts - People affected by the service

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

- | During this time of uncertainty with the COVID-19 pandemic, CCK Support Ltd will ensure that your wellbeing and safety are paramount in any decisions it makes about admissions and discharges to CCK Support Ltd
- | Systems are in place to ensure that any new potential admission is risk assessed and management plans put in place to protect them and you
- | CCK Support Ltd feels it is really important to gather your views, wishes and preferences around future care and how you would like to be supported. This is by use of an Advance Care Plan and staff will offer you the opportunity to complete this
- | If you have any questions regarding COVID-19 and how CCK Support Ltd is dealing with this pandemic, please do not hesitate to discuss this with a member of staff on duty



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 COVID-19 Advice:

<https://111.nhs.uk/covid-19>

Department of Health and Social Care (2020) - COVID-19: Our Action Plan for Adult Social Care:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879639/covid-19-adult-social-care-action-plan.pdf

Clinical Frailty Score:

<https://em3.org.uk/foamed/24/4/2017/lightning-learning-clinical-frailty-scale>

COVID-19 Testing Priorities:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-initial-investigation-of-possible-cases/priority-for-sars-cov-2-covid-19-testing>



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 Staff have a clear knowledge of their roles and responsibilities in ensuring that continuity of care and safety and wellbeing are promoted during the discharge process
- 1 Experiences of hospital discharges are positive when feedback is gathered from Service Users and staff
- 1 CCK Support Ltd has strong, positive, professional relationships with local hospitals
- 1 Wishes, preferences and views around future care planning are gathered and recorded via an Advance Care Plan
- 1 CCK Support Ltd completes the CQC COVID-19 online form on a daily basis



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Screening Checklist - CC122	A checklist that can be used to determine level of risk before a Service User is admitted	QCS
Symptoms of COVID-19 - CC122	To remind staff what the symptoms of COVID-19 are	QCS

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COVID-19 Admission Assessment	Y	N
Has the Service User recently recovered from a confirmed diagnosis of COVID-19?		
Has the Service User been nursed on a ward or area where there are confirmed cases of COVID-19?		
Does the Service User have any of the following symptoms at the time of admission? <ul style="list-style-type: none"> • High temperature • Cough • Shortness of breath (even mild) • Loss or change in their normal sense of smell or taste 		
Does the Service User need to be shielded due to any of the following underlying conditions? <ul style="list-style-type: none"> • Those who have had an organ transplant and remain on ongoing immunosuppression medication • Those with cancer who are undergoing active chemotherapy or radiotherapy • Those with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment • Those with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets) • Those with rare diseases that significantly increase the risk of infections such as SCID and homozygous sickle cell • Those with severe diseases of body systems such as severe kidney disease (dialysis) 		
Does the Service User rely on visitors to meet their care or support needs (over and above what staff at CCK Support Ltd can accommodate), which could pose a risk to other Service Users?		
Is the Service User aware of the need to self-isolate for 10 days?		
Does the Service User lack the capacity to agree to self-isolation, e.g. presents with walking with purpose?		
Any other risk areas present, please detail:		

The assessor must discuss any areas of concern with the Registered Manager to determine the suitability of admission. Staff must ensure that they explain the principles of social distancing and shielding to the Service User as part of this checklist.

Please sign and date below to confirm that the information supplied above is correct	
Print name: _____	
Signature: _____	Date: _____

COVID-19 Symptom Checker

These are some of the known symptoms associated with COVID-19 the disease caused by the coronavirus. It is a new virus and information is still be collected about how this affects people. The clinical definition of symptoms currently used by the NHS are shown in red. Older people or people with other health conditions may have different (atypical) symptoms as described here.



Temperature of 37.8° C or more



A new continuous cough



Loss of Taste and Smell



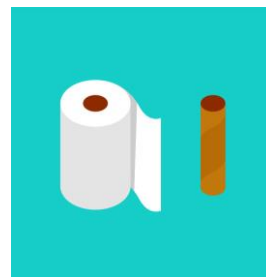
Fatigue



Aching muscles



Sore throat



Diarrhoea.



New onset or worsening confusion



Sneezing



Runny Nose



Shortness of Breath



Headache