



Review Sheet



Last Reviewed  
02 Nov '20



Last Amended  
02 Nov '20



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

Business impact



Immediate action these changes are business critical and to be delivered as a matter of urgency.

Reason for this review

Updated to reflect new national restrictions in England

Were changes made?

Yes

Summary:

Policy reviewed in response to the government announcement on national restrictions to take effect from 5th November. Sections 5.2 and 5.4 updated and a new reference has also been added. Existing references have been checked to ensure they remain current.

Relevant legislation:

- 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: UNICEF, WHO et al, (2020), *Social Stigma associated with COVID-19*. [Online] Available from: [https://www.unicef.org/media/65931/file/Social%20stigma%20associated%20with%20the%20coronavirus%20disease%202019%20\(COVID-19\).pdf](https://www.unicef.org/media/65931/file/Social%20stigma%20associated%20with%20the%20coronavirus%20disease%202019%20(COVID-19).pdf) [Accessed: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- Author: UK Government, (2020), *Coronavirus (COVID-19): provision of home care*. [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%202020520&utm\\_medium=email&utm\\_source=UKHCA&dm\\_i=1DVI.6VUFS.VOYMR2.RN4AP.-protective-equipment-ppe](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%202020520&utm_medium=email&utm_source=UKHCA&dm_i=1DVI.6VUFS.VOYMR2.RN4AP.-protective-equipment-ppe) [Accessed: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- Author: Public Health England, (2020), *Staying alert and safe*. [Online] Available from: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july> [Accessed: 2/11/2020]
- 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: 2/11/2020]
- 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: 2/11/2020]
- Author: UK Government, (2020), *Face coverings: when to wear one, exemptions, and how to make your own*. [Online] Available from: <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own> [Accessed: 2/11/2020]



## CCK Support Ltd

CCK Support Limited, Building 1, 10 Wealden Forest Park, Herne Common, Herne Bay, Kent, CT6 7LQ, England

|                             |   |
|-----------------------------|---|
|                             | <ul style="list-style-type: none"><li>• Author: UK Government, (2020), <i>Adult social care: our COVID-19 winter plan 2020 to 2021</i>. [Online] Available from: <a href="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">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</a> [Accessed: 2/11/2020]</li><li>• Author: Department of Health and Social Care, (2020), <i>Local COVID alert levels: what you need to know</i>. [Online] Available from: <a href="https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know?utm_source=8ad28166-95c4-4fc0-826d-7d2f12586f6e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know?utm_source=8ad28166-95c4-4fc0-826d-7d2f12586f6e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a> [Accessed: 2/11/2020]</li><li>• Author: UK Government, (2020), <i>New National Restrictions from 5 November</i>. [Online] Available from: <a href="https://www.gov.uk/guidance/new-national-restrictions-from-5-november#going-to-work">https://www.gov.uk/guidance/new-national-restrictions-from-5-november#going-to-work</a> [Accessed: 2/11/2020]</li></ul> |
| Suggested action:           | <ul style="list-style-type: none"><li>• Encourage sharing the policy through the use of the QCS App</li><li>• Ensure all staff know about the policy changes</li></ul>  |
| Equality Impact Assessment: | <p>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.</p>   |



## 1. Purpose

**1.1** To ensure that CCK Support Ltd 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.

**1.2** To support CCK Support Ltd 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 CCK Support Ltd 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 very frequently, CCK Support Ltd 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** CCK Support Ltd recognises that the outbreak of a new strain of coronavirus (SARS-CoV-2) which results in the disease COVID-19 is a fast-moving situation and this was classified by the World Health Organisation as a pandemic.

As care providers, ensuring robust infection control and business continuity plans form part of preparing business at CCK Support Ltd for any events that can cause disruption to the normal business.

**4.2** CCK Support Ltd will ensure that staff are aware and understand the importance of pandemic preparedness, and will carry out preparations in the event of a second wave by following the checklist in HS13 - Pandemic Policy and Procedure at CCK Support Ltd. CCK Support Ltd understands that business continuity planning involves all aspects of the business and to be effective CCK Support Ltd must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

**4.3** CCK Support Ltd understands that it has a responsibility for ensuring that staff follow good infection control and prevention techniques and that they support Service Users with this too. CCK Support Ltd 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** CCK Support Ltd will ensure that this policy is read alongside other policies in the QCS COVID-19 Hub and the additional guidance material in the Resource Centre.



## 5. Procedure

### 5.1 Pandemic Policy

CCK Support Ltd recognises that the World Health Organisation (WHO) declared COVID-19 a pandemic on 11 March 2020. CCK Support Ltd will ensure that it reviews HS13 - 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 any lessons learned from earlier in the year are reflected.

### 5.2 Reducing the Risk of Contracting or Spreading the Virus

CCK Support Ltd 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. [Local COVID alert levels](#) are in place (from 14 October) and these must be adhered to in line with local and government guidance. From 5th November, [national restrictions](#) will be in place until 2nd December and must be followed.

### Fines

The police have the power to enforce the legal requirements stipulated by government, including the ability to issue fines (fixed penalty notice) which can start from £200, doubling for further breaches up to a maximum of £6,400.

### 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

CCK Support Ltd needs to ensure that Service Users and staff who are considered particularly vulnerable to COVID-19 have a risk assessment in place. CCK Support Ltd must ensure that the Public Health England ['Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19'](#) is followed.

Where [local COVID alert levels](#) are introduced or are in place, CCK Support Ltd will need to ensure that any additional guidance for vulnerable individuals is followed. As part of the national restrictions implemented until 2nd December, guidance on [protecting people more at risk](#) must also be followed.

### 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](#).

CCK Support Ltd will, as part of pandemic preparedness, assess whether any staff need additional training, support or require a DBS check.

Contact between staff must also be reduced where possible, CCK Support Ltd will ensure that:

- | Team meetings and handovers are held remotely where possible
- | Times of entry to collect equipment from CCK Support Ltd 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

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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 [NHSmil](#), or another secure email system, where they are applicable to CCK Support Ltd

**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 telephone, or online.

Care Workers should report suspected cases of COVID-19 to Ms Susanne Wild and Dee Byron. CCK Support Ltd will work with community partners, commissioners and the Service User to review and impact on their care needs.

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

**5.7 Actions if a Service User Does Not have Symptoms but is Part of a Household that is Isolating**

If the Service User being cared for and their Care Worker can remain at a safe protected distance from the symptomatic member of the household, then Care can be provided without additional precaution. This would apply, for example, where the symptomatic family member 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 HS11 - Personal Protective Equipment (PPE) Policy and Procedure at CCK Support Ltd.

**5.8 Supporting Hospital Discharge**

Ms Susanne Wild and Dee Byron will follow the COVID-19 discharge guidance and will ensure that communication channels remain open.

**5.9 Action if a Member of Staff Reports Symptoms**

- | CCK Support Ltd will ensure that the member of staff self-isolates for 10 days
- | If the member of staff has no symptoms they can return to work on day 11
- | CCK Support Ltd must contact Kent 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
- | CCK Support Ltd must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | CCK Support Ltd should follow their 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
- | CCK Support Ltd will need to put into action the business continuity plan and liaise with Kent County Council and the CQC if there are concerns about staffing
- | Follow CC98 - COVID-19 Testing Policy and Procedure at CCK Support Ltd and the Government's advice on their [website](#)

**5.10 Isolation Notes Online**

[Isolation notes](#) will provide employees of CCK Support Ltd with evidence for CCK Support Ltd 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 7 days off work, employees can self-certify so they do not need any evidence for CCK Support Ltd. After that, CCK Support Ltd 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 they have no symptoms, CCK Support Ltd must refer to PA07 - Sickness Absence Policy and

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Procedure.

**5.11 Supporting the NHS Test and Trace Service**

Staff from [NHS Test and Trace](#) or other public health professionals may contact CCK Support Ltd 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.

CCK Support Ltd will assist the NHS Test and Trace by ensuring that robust records are kept of all Care Workers and Service Users in line with [AB19 - Record Keeping Policy and Procedure](#) at CCK Support Ltd. 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. Ms Susanne Wild and Dee Byron 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 Care Worker
- | The dates and times that a Care Worker is at work
- | A log of the Care 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 Care 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. CCK Support Ltd 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 [AB61 - Archiving, Disposal and Storing of Records Policy and Procedure](#) at CCK Support Ltd.

**5.12 Cleaning the Office and Workplace Where There are Confirmed Cases of COVID-19**

CCK Support Ltd 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**

CCK Support Ltd must follow the [government guidelines](#) on waste disposal and must be aware of any changes required due to local guidance.

**5.14 Working from Home**

Where staff at CCK Support Ltd are able to work from home, and CCK Support Ltd has agreed to the arrangement QCS Client Ltd will ensure that [PC19 - Home Working Policy and Procedure](#) is followed. CCK Support Ltd will investigate mechanisms to communicate effectively with staff who work from home. The free 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. CCK Support Ltd 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.

CCK Support Ltd will display information posters and advise anyone that is unwell to stay away. There should be no unnecessary visiting to the premises of CCK Support Ltd. Where there are visitors to the premises of CCK Support Ltd, names and contact phone numbers will be documented should contact tracing be required.

Where restrictions on visitors are made, CCK Support Ltd will ensure that risk assessments are in place, best interest decisions are recorded and the least restrictive options are taken and in human rights terms, this factors in the services and support supplied to Service Users by their visitors. CCK Support Ltd will



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review any Service User who have last powers of attorney in place and ensure that any advance decisions are recorded.

**5.16 Confidentiality**

CCK Support Ltd 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 CCK Support Ltd Service User.

**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 coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

**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 was 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 of 14 days 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 Public Health England (PHE)****| 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



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- 1 Improving the health of the whole population by sharing our information and expertise, and identifying and preparing for future public health challenges
- 1 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
- 1 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 CCK Support Ltd must make sure they have 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 CCK Support Ltd must have an up-to-date business continuity plan in place. **HS13 - 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 CCK Support Ltd will need to work closely with Kent County Council, health providers, suppliers and other agencies to ensure that there is continuity and consistency of care
- 1 The current understanding is that the virus does not survive on surfaces for longer than 72 hours. Regular cleaning of frequently touched hard surfaces and hands will therefore help to reduce the risk of infection
- 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



## Key Facts - People affected by the service

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

- 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 Coronavirus. The disease it causes is called COVID-19
- 1 There is no vaccine at the moment for this virus. Washing 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. CCK Support Ltd has plans in place to make sure you will get the care that you need



## 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:

### **WHO - Hand Hygiene: Why, How & When?**

[https://www.who.int/gpsc/5may/Hand\\_Hygiene\\_Why\\_How\\_and\\_When\\_Brochure.pdf](https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)

### **Public Health England Posters:**

<https://campaignresources.phe.gov.uk/resources/search?utf8=%E2%9C%93&query=COVID-19>



## Outstanding Practice

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

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



## 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 - HS16 | To ensure that Key Workers are able to travel to work freely and can access schooling if required for their children. | QCS        |

**CCK Support Ltd**  
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[CCK Support Ltd 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 CCK Support Ltd, 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

Ms Susanne Wild and Dee Byron

**Registered Manager**