



CONTINGENCY PLAN REGARDING CORONAVIRUS (COVID-19)

Phase 1 – 9th-13th March:

- Increased signage around schemes and at entrance points of symptom awareness
- Increased hand hygiene awareness (taking note of site stock; hand soap/hand gel/gloves)

Phase 2 – 16th – 23rd March:

- Reducing visitors to the schemes, all outside activities suspended.
- Discussing symptoms with staff so everyone is aware when they need to self-isolate or not
- Plan food stocks and storage
- Tenants who receive private shopping service from us – managers contact family to take over shopping for their family member
- Staff continue shopping service for tenants with no family

Staffing levels: Normal – with some staff self-isolating

Phase 3 – Infection detected within service user group or more restrictions announced by Government from 23rd March

- Close dining rooms – lunch delivery service commence
- Close all communal areas and gardens – in line with Government guidelines
- Increased signage communally - detailing Government guidelines/rules
- Stop all but essential visits by family members – define essential as family member dropping off essential shopping
- Main entrance doors set to 'one way' to control entry to scheme
- All tenants advised to stay in their flat – as per Government guidelines
- Letter out to all tenants – pre-warning them of possible future reduced tasks in care calls due to minimum staff levels
- Use face masks as well as aprons and gloves – eye protection if coughing
- Make welfare calls to staff and family members who might be ill and alone

Staffing levels: Mainly Normal – with odd daily exceptions with some staff self-isolating.

Minimum Staffing level agreed – to include C&S M, HO and Admin if required.

Phase 4 – Infection detected within staff group or staff group compromised – further infections within the service user group

Risk assess each tenant to demonstrate safety etc. of minimum staffing

- Reduce double up tasks such as bathing/showering – staff to wear full disposable PPE
- Kitchen reduced menu – reduced cooked lunch meal to 1 choice – utilise any stock of precooked frozen meals if no cook on site
- Cleaning only toilets, bins, wash basins and handrails, door handles etc. Concentrating on high traffic areas
- May require support from families – utilise all staff to assist in basic care calls.
- Look into families/volunteers etc. to help with laundry/shopping

Minimum staffing levels if needed: at Managers discretion reduce to minimal care delivery – keep tenants fed, hydrated and clean