

Additional Guidance to Infection Control Policy:

Purpose:

This guidance is to supplement BCHA Infection Control Policy and to provide you with important information about what we are doing to support our customers, staff and volunteers during the Coronavirus pandemic. This guidance is liable to change and frequent update to government guidelines. We will update you as soon as possible by email when this happens.

You are kindly requested to follow all the rules set out in the guidelines to ensure that we are able to maintain a health and safe workplace

Please read this guidance and if you have any questions please raise with the Head of Quality and Safeguarding in the first instance.

Scope:

The Covid 19 guidance applies to all our employees, volunteers, apprentices and placement students who are required to follow this guidance. Please read this in conjunction with the Infection Control Policy

Actions required:

- The most common symptoms of COVID-19 are recent onset of a new continuous cough or a high temperature or a loss of, or change in, normal sense of taste or smell (anosmia).
- If you develop these symptoms, however mild, or you have received a positive coronavirus (COVID-19) test result, then you should immediately self-isolate stay at home for at least 10 days from when your symptoms started. If you live with others, all other household members who remain well must stay at home and not leave the house for 14 days. See the [stay at home guidance](#) for further information.
- If you have any symptoms of COVID-19, you should arrange a test by visiting [NHS.UK](https://www.nhs.uk), or contact 119 via telephone if you do not have internet access.
- Wash your hands more often than usual, for 20 seconds using soap and water or hand sanitiser, particularly after coughing, sneezing and blowing your nose, before you eat or handle food, or when you get to work or arrive home
- Avoid touching your face, particularly eyes, nose and mouth with your hands
- Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have a tissue, sneeze into the crook of your elbow, not into your hand. Dispose of tissues into a disposable rubbish bag and immediately wash your hands with soap and water for 20 seconds or use hand sanitiser.
- Stay at least 2 metres apart – or 1 metre with a face covering or equivalent personal protective equipment (PPE). Increase ventilation wherever possible and temperature permitting.

- You are strongly encouraged to wear a face covering in enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet. This includes moving around the office or other work base.
- Social distancing, hand washing and covering coughs and sneezes, remain the most important measures to prevent the spread of COVID-19. Face coverings do not replace these.
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.
- Staff and volunteers are required to wear PPE in line with the specific sector safe working guidance underpinning their particular work area.
- If staff or volunteers have valid reasons for exemption of the use of face coverings these must be discussed with their line manager and HR at the soonest opportunity
- Staff will offer customers a face covering if they do not have one available to them and the member of staff needs to be within 1 meter to offer support

Follow the Covid Secure Risk Assessment in your place of work:

- BCHA provide essential services in a range of non clinical settings and environments.
- Each work base has a Covid Secure Risk Assessment in place which reflects the government guidance for working safely in that environment
- You can access the guidance commonly followed by BCHA staff and volunteers to work in a Covid secure environment by following the links below

[Guidance for hostel services or people experiencing homelessness and rough sleeping](#)

[COVID 19: guidance for domestic abuse safe accommodation provision](#)

[Preventing and controlling outbreaks of COVID 19 in prisons and places of detention](#)

[COVID 19: Cleaning in non-healthcare settings outside the home](#)

[Working safely during coronavirus \(COVID 19\) Offices and Contact Centres](#)

[Working safely during coronavirus \(COVID 19\) Other peoples homes](#)

[Working safely during coronavirus \(COVID 19\) Vehicles](#)

- Whilst BCHA do not provide regulated care a number of our customers are vulnerable or extremely clinically vulnerable and the following guidance has been referenced to ensure good practice for these customers and to minimise risk of infection

[COVID 19: Guidance for supported living](#)

[COVID 19: How to work safely in domiciliary care](#)

- Examples of how to provide a COVID 19 Secure service can be accessed [here](#). This is a useful resource to consider the types of risk and safest ways of working to apply to your service area.
- Covid 19 Secure risk assessments for each service have been drawn up following the guidance provided by the Health and Safety Executive. They have been completed by the operational manager for that work base supported by a member of staff and reflect the way the service is delivered
- Everyone working in a BCHA service or environment must familiarise themselves with the guidance for that work environment and follow it as requested

- Covid 19 Secure risk assessments must be reviewed and updated monthly (or sooner depending on any change in government guidance) by the operational manager
- Instances of not following guidance and placing others at unnecessary risk may lead to performance management measures being taken or disciplinary procedures for any repeat occurrence.
- BCHA request that any concerns about the risk management plans are raised in the first instance to their senior practitioner or line manager for clarity or resolution
- Guidance can be obtained by contacting a member of the Health and Safety Coronavirus sub group at CovidHealth@bcha.org.uk
- Where there is concern that a response to a concern raised is insufficient to address the risk identified please share with the Health and Safety Coronavirus sub group as above or by following the [Raising Serious Concerns Policy](#).
- Please do get in touch via CovidHealth@bcha.org.uk to raise any queries you are unable to resolve or wish to talk through. Help is at hand!

Business Continuity Plans:

- Each work area has a plan in place to follow should there be a significant threat to the work or service area being able to function.
- This may be due to any operational reason but could be because of low staff numbers or high levels of infection for customers.
- The plan must be reviewed monthly by operational managers to ensure they are up to date and reflect current business demands and risks.
- If a risk to business continuity is identified this must be escalated to the senior leadership team (via line management process) for consideration of implementing the Business Continuity Plan and / or inclusion on the risk register

HR Support:

- Home working is actively considered where this meets the operational needs of the service and role requirements can be met in this way.
- Homeworking packs are available for those regularly working at home as a result of the pandemic.
- Links can be found on BreatheHR. This includes undertaking self assessments of your work environment and work station assessments.
- BCHA recognises the increased risk to infection for specific sections of the population. We will protect the most vulnerable individuals by following robust and scrupulous practice in relation to infection prevention and control and operating Covid 19 secure services and ways of working.
- Where staff have been asked to self isolate and are not unwell, working from home is an option but staff may be asked to complete work outside of their routine work area
- Employees can contact an HR colleague on 01202 555717 if they have any concerns or wish to seek clarification about their own personal situation

- CareFirst , an independent and confidential 24 hour employee support provision, can be contacted on 0800 174319
- Carefirst updates are occurring weekly through the pandemic and are being posted to Yammer.
- BCHA is mindful of the unique pressures and impact on wellbeing that the pandemic infers.
- Guidance and support is available for staff and customers to maintain positive mental wellbeing.
- Self help for anxiety and stress is available to supplement the offer of CareFirst.
- Additional free online resources for matters that occur in everyday life can also be found at www.carefirst-lifestyle.co.uk. (Password is bcha and Username is bcha)

