

## **Business Continuity Plan: Coronavirus – Covid-19**

**28<sup>th</sup> March 2020**

### **Coronavirus, & YOUR CARE TEAM LTD**

We all know that coronavirus is spreading and understand this is a challenging time due to the unknown and daily changes/announcements being made. As ever, Your care Team LTD takes the threat to health and safety seriously and continue to minimise any disruption should it become necessary for us to close Your Care Team LTD . The risk to business continuity and daily operations continues to be monitored

We are constantly monitoring Public Health England's advice and the possible impact on our working lives and the lives of the service users.

We are in close contact with our staff so that they are familiar with what they should do next.

### **Coronavirus, Information and Commonly Asked Questions**

A serious outbreak of the coronavirus around the world has prompted health alerts in the UK and the rest of the world. The World Health Organization (WHO) has declared it “a public health emergency of international concern” and the Government has allocated £40 million to address the implications of the outbreak in the UK.

As a group, coronaviruses are common across the world. This particular strain of the coronavirus (2019-nCov or Covid19) was first identified in Wuhan City, China.

The Department of Health has produced detailed information on coronavirus and its spread.

#### **What are the Signs and Symptoms of Coronavirus in People?**

At the moment, symptoms of coronavirus in people are similar to the symptoms of regular flu and include fever and a cough or difficulty breathing. The current evidence is that most cases are mild and that the usual winter flu remains more of a threat than coronavirus.

In some cases, the coronavirus may progress to pneumonia causing shortness of breath and other breathing difficulties.

Coronavirus may cause more severe symptoms in older people or those with underlying medical conditions such as weakened immune systems, diabetes, cancer and chronic lung disease.

In serious cases, infection can cause severe acute respiratory syndrome, kidney failure and even death. Evidence so far indicates that those who have died appear to have had pre-existing health conditions.

#### **What do we know about Coronavirus at this stage?**

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 metres) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions containing the virus are most likely to be the most important means of transmission; these are produced when an infected person coughs or sneezes, in the same way colds spread.

There are two main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs
- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face). Our current understanding is that the virus doesn't survive on surfaces for longer than 72 hours.

### **What are the Health Recommendations for Coronaviruses?**

Current medical advice to prevent the spread of infection from coronaviruses includes:

- Regular handwashing
- Avoiding close contact with people who are ill with coughs and sneezes
- Covering the mouth and nose when coughing and sneezing
- Avoiding touching the mouth, nose or eyes with unwashed hands.

### **What Should I Do if I Develop Flu-like Symptoms?**

If you develop a fever, cough or shortness of breath, and have recently returned from abroad or have had contact with someone who has, do not go into work, do not go to your doctors' surgery and do not leave your YCT. Call NHS 111 immediately.

### **Is There a Vaccine for Coronavirus?**

No. Researchers are trying to develop a vaccine against the specific strain in question (2019-nCoV) at the time of writing, and the WHO is supporting their efforts.

### **Is it Safe to Receive a Letter or Package from China?**

Yes, it is safe. People receiving packages from China are not at risk of contracting the new coronavirus. From previous analysis, health experts know that coronaviruses do not survive long on objects, such as letters or packages.

### **How to Keep Safe While Travelling**

- Consider whether the travel is absolutely necessary: can you achieve the same result with video-conferencing? Can the holiday be cancelled? It is important that the "fly/no fly" decision is based on best available guidance such as government travel recommendations via the Foreign and Commonwealth Office's travel advice website.
- If travel is absolutely necessary, make sure you are involved in assessing the risks and deciding how these are to be controlled.
- Make sure the organisation always knows where you are and where you are going next. Some travel management systems provide tracking and alert functions, and there are also live location tracking products using GPS in either equipment or smartphone apps.

- Ensure there are clear procedures in place in case you are involved in an incident or emergency situation. Travel assistance schemes provided by business insurers or commercial organisations such as International SOS can be useful.

### Further Information

Resources on the coronavirus can be found at the following websites.

- UK Government
- World Health Organization
- Map providing real-time updates of coronavirus cases.

### Coronavirus, Continued Monitoring & Measures

- We have communicated to all our staff, the latest COVID-19 Public Health England guidance.
- All staff have been reminded about washing their 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 and reminded all staff about infection control and good hand / respiratory hygiene.
- Covering your cough or sneeze with a tissue, then throwing the tissue in a bin. See [Catch It, Bin It, Kill It](#)
- People who feel unwell should stay at YCT and should not attend work
- Employees should wash their hands:
  - before leaving YCT
  - on arrival at work
  - after using the toilet
  - after breaks and sporting activities
  - before food preparation
  - before eating any food, including snacks
  - before leaving work
  - on arrival at YCT
- Staff should avoid touching your eyes, nose, and mouth with unwashed hands
- Clean and disinfect frequently touched objects and surfaces is taking place
- If staff are worried about their symptoms or those of a family member or colleague, please call NHS 111. They should not go to their GP or other healthcare environment
- See further information and the <https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/> and the <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- We continue to identify any staff or service users who may have recently travelled to Category 1 and Category 2 specified countries and areas.

- We have identified any staff or service users who should self-quarantine due to recent travel to/from these areas.
- We maintain regular communication to ensure any affected, or suspected staff are not attending places of work.
- Have systems and procedures in place to ensure our teams comply with the PHE guidance and advice.
- All business data, records and operating systems are cloud-based and can be made available from any location in the world – in the case of Covid-19, this will mean work can continue some aspects of the service regardless of any self-isolation or lockdown measures to minimise the risk of spread of infection.
- The business has one other office location which will enable the continuity required at Little Wakering House and disperse the risk of infection.
- The telephone system can be diverted to mobile phones if needed outside of the care YCT.
- We have limited the activities taking place in built up and busy public places
- We are monitoring the situation by the hour and taking the necessary steps to ensure the protection of our staff and service users.
- We have stock piled enough food to last us for 3 weeks in the event of there being a limited source of food.
- We have stock piled enough COSHH items, including toilet roll, hand towels, soap, gloves, cloths and cleaning products for everyday cleaning to last us for 4 weeks in the event
- We have made an order for alcohol foam cleanser, however this is out of stock but on back order
- We will be reviewing all activities and outings that we support our service users to attend and attempt where possible to keep routines as normal as possible but avoid any crowded or busy areas. We will not support our service users at events that include over 2 people, which means the only activity accessible to our service users are a walk at the moment.
- We will encourage service users and staff to wash their hands using warm soap and water continuously throughout the day
- We will take every opportunity to avoid visitors and unknown people attending our workplace or workforce should we come out of the containment phase.
- Any visitors entering the premises will be asked to sign in to the visitors book and asked to use the hand sanitiser foam available. Visitors leaving the premises will be asked to sign out in the visitors book and to use the hand sanitiser foam available.

- We will outsource daily operations where necessary to continue supply for as long as possible.
- We will constantly monitor the situation and assure you we will do everything we can to ensure continuity of care while protecting all service users from the virus
- Staff and service users could become infected, we continue to remind those about the importance of good hand hygiene, remind staff of protocol should they believe they have become infected.
- Staff will not visit the YCT unless they need to
- On call members of staff will be expected to cover any outstanding shifts to ensure care can be delivered safely.
- We have contacted the local authority and asked for the lead and their contingency plan, but they have referred me to their website with government links.
- All staff will be expected to continue working as normal however liaising with management regarding any concerns or cases that may/does affect them. If staff test positive for the virus or are unwell, they must stay at YCT for 14 days
- On call staff should consult with Registered Manager to ensure they have the most up to date protocol should staff phone in sick with coronavirus symptoms, however the should
  - Advise the staff member to contact 111 who will decide if the individual needs to self-isolate – if they do they will be tested.
  - If it is positive we will call the local health protection team who will take the lead and offer advice, tracking who they have been in contact with

### Coronavirus, Handwashing and Hand Hygiene

YCT believes that adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of both service users and staff. It also believes that good, basic hygiene is the most powerful weapon against infection, particularly with respect to handwashing and hand hygiene.

#### **Aim**

The aim of YCT is to prevent the spread of infection among staff, service users and the local community. The goals of the YCT care agency are to ensure the following.

- Service users, their families and staff are as safe as possible from acquiring infections at the YCT.
- All staff at the YCT are aware of and put into practice the basic principles of infection control, including effective handwashing and hand hygiene.

#### **Effective Hand Washing**

The YCT believes that, consistent with modern infection control evidence and knowledge, handwashing is the single most important method of preventing the spread of infection.

The majority of cross-infection or infection spread in a care setting is caused by unwashed or poorly washed hands, which provide a transfer route for microorganisms.

*All staff* should therefore ensure that their hands are thoroughly washed and dried:

- a. between seeing every service user where direct contact is involved, no matter how minor the contact
- b. after handling any body fluids or waste or soiled items
- c. after handling specimens
- d. after using the toilet
- e. before handling foodstuffs.

In YCT the following applies.

- All handwashing sinks will be kept in good condition according to a planned preventive maintenance programme and an ongoing programme of YCT improvement.
- All sinks will be subject to a regular programme of cleaning, which will include the restocking of liquid soaps and disposable paper towels.
- Hands should be washed according to the guidelines posted by each sink.
- Liquid soaps and disposable paper towels will be used rather than bar soaps and fabric towels.
- All cuts or abrasions, particularly on the hands, should be covered with waterproof dressings at all times.
- All wrist and ideally all hand jewellery, including watches, should be removed.

### **Antiseptic Alcohol Rubs and Gels**

Ordinary soap is considered to be effective for routine use in removing dirt and reducing levels of transient microorganisms on the skin to acceptably safe levels. Antibacterial alcohol rubs were originally introduced to provide higher levels of infection control for sterile aseptic procedures such as changing dressings, wound care and catheterisation. However, with the advent of MRSA, alcohol rubs or antibacterial gels have become more popular in their use, where they are seen as an additional weapon against the spread of the infection.

In this YCT, the use of an alcohol rub is therefore indicated in the following circumstances:

- a. when hands are not visibly soiled or contaminated but require additional antibacterial cleansing
- b. before, during and after aseptic techniques
- c. where soap, water and towels are not available.

Importantly, the use of alcohol rubs for hand decontamination is not intended to replace washing hands with soap and water but rather to supplement handwashing where extra decontamination is required. They are not for general routine use.

### **Procurement**

Liquid soaps will be procured in preference to bar soaps. The best option is a mild, cosmetically acceptable liquid soap which contains emollients to prevent chapping of the skin from frequent washing. Disposable paper towels are also preferable to the use of linen towels which, like bar soaps, can become soiled and damp.

All staff are responsible for alerting management of when handwashing supplies run low so that we can ensure an adequate stock control.

### **Training**

All new staff should be encouraged to read the policies on infection control and handwashing as part of their induction process. Existing staff should be offered training about infection control that is relevant to their role and responsibilities. In-house training sessions should be conducted at least annually and all relevant staff should attend.

## **Coronavirus, Childcare Contingency Planning**

- Should schools and nurseries be closed we would work on a reduced workforce, reduce the amount of time spent per activity and prioritise the most vulnerable service users.