



 **Review Sheet**




Last Reviewed
05 Jun '20



Last Amended
05 Jun '20



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

<p>Business impact</p>	 <p>MEDIUM IMPACT</p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
<p>Reason for this review</p>	<p>Improve usability</p>
<p>Were changes made?</p>	<p>Yes</p>
<p>Summary:</p>	<p>This policy will guide staff through the various strategies to use during the COVID -19 pandemic and is updated as advice changes from the Government.</p>
<p>Relevant legislation:</p>	<ul style="list-style-type: none"> • Coronavirus (Scotland) Act 2020 • Health and Safety at Work etc. Act 1974 • Adults with Incapacity (Scotland) Act, 2000 • The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 • Data Protection Act 2018 • Public Services Reform (Scotland) Act 2010 • Health and Social Care Standards
<p>Underpinning knowledge - What have we used to ensure that the policy is current:</p>	<ul style="list-style-type: none"> • Author: BGS, (2020), <i>Managing the COVID-19 pandemic in care homes</i>. [Online] Available from: https://www.bgs.org.uk/sites/default/files/content/attachment/2020-03-25/BGS%20Managing%20the%20COVID-19%20pandemic%20in%20care%20homes_0.pdf [Accessed: 5/6/2020] • Author: Health Protection Scotland, (2020), <i>COVID-19: Information and Guidance for Care Home Settings Version 1.3</i>. [Online] Available from: https://www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-care-home-settings/ [Accessed: 5/6/2020] • Author: Health Protection Scotland, (2020), <i>Coronavirus (COVID-19)</i>. [Online] Available from: https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/ [Accessed: 5/6/2020]
<p>Suggested action:</p>	<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

**Isobel Fraser Home**

4 A Mayfield Road, Inverness, IV2 4AE, Scotland

**1. Purpose**

1.1 To provide updated advice on measures that Isobel Fraser Home have put in place prior to a Service User being admitted to Isobel Fraser Home to ensure that Service Users are managed appropriately and safely and 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 Isobel Fraser Home. The [COVID-19 Information and Guidance for Care Home Settings](#) document must also be read.

1.3 To support Isobel Fraser Home in meeting the following Key Lines of Enquiry:

Key Question	Quality Indicators
SUPPORT-AND-WELLBEING	R.SCS3: People's health benefits from their care and support
CARE-AND-SUPPORT-PLANNED	R.SKP1: Assessment and care planning reflect people's needs and wishes
LEADERSHIP	R.SL3: Leaders collaborate to support people
LEADERSHIP	R.SL4: Staff are well led
STAFF-TEAM	R.SST2: Staff have the right knowledge, competence and development to care for and support people

1.4 To meet the legal requirements of the regulated activities that Isobel Fraser Home is registered to provide:

Coronavirus (Scotland) Act 2020

Health and Safety at Work etc. Act 1974

Adults with Incapacity (Scotland) Act, 2000

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Data Protection Act 2018

Public Services Reform (Scotland) Act 2010

Health and Social Care Standards



2. Scope

2.1 The following roles may be affected by this policy:

- Registered Manager
- Other management
- Administrator
- Nurse
- 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



3. Objectives

3.1 Isobel Fraser Home acknowledges its role in relieving pressure on frontline NHS services whilst ensuring the wellbeing and safety of all individuals involved. Isobel Fraser Home will ensure that managers have read the [COVID-19: Information and Guidance for Care Home Settings](#) by the Health Protection Scotland which is being updated frequently.

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, highland council and other professionals involved in the discharge of Service Users.

3.3 Isobel Fraser Home promotes and advocates the use of anticipatory planning approaches to ensure that the wishes and preferences of Service Users are established and taken into consideration when planning discharges or admissions.



4. Policy

4.1 Isobel Fraser Home is prepared for the possibility that in order to relieve pressure on the frontline services, there may be an increased demand for accommodation within Isobel Fraser Home. This may include receiving Service Users back from hospital or from their own home, Isobel Fraser Home work in partnership with necessary bodies such as Health Protection Scotland and the NHS to support this, whilst ensuring the wellbeing and safety of its other Service Users and staff.

4.2 Isobel Fraser Home understands that staff, Service Users and their families will understandably feel concerned about the risks posed by accepting Service Users from hospital or their own homes.

4.3 Isobel Fraser Home 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, Isobel Fraser Home will ensure that through careful planning and robust precautions, the wellbeing and safety of Service Users at Isobel Fraser Home are protected and maintained.



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5. Procedure

5.1 Admission to Isobel Fraser Home of COVID-19 Recovered Service Users from Hospital

Complete the pre-admission assessment over the phone or via video conferencing

Service Users must always be isolated for a minimum of 14 days from symptom onset (or first positive test if symptoms onset undetermined) and absence of fever for 48 hours (without use of antipyretics)

Service Users also require 2 negative tests before discharge from hospital (testing can be commenced on day 8)

Tests must have been taken at least 24 hours apart and preferably within 48 hours of discharge

Where testing is not possible (e.g. Service User does not consent or it would cause distress) and if discharged to Isobel Fraser Home within the 14 day isolation period then there must be an agreed care plan for the remaining period of isolation up to 14 days

Further details can be found in [Guidance for stepdown of infection control precautions and discharging COVID-19 patients from hospital to residential settings](#)

5.2 Admission to Isobel Fraser Home of Non-COVID-19 Service Users from Hospital

Complete the pre-admission assessment over the phone or via video conferencing

Testing must be done within 48 hours prior to discharge from hospital

A single test is sufficient

The Service User may be discharged to Isobel Fraser Home prior to the test result being available

The Service User must be isolated for 14 days from the date of discharge from hospital within Isobel Fraser Home

Risk assessment prior to discharge from hospital must be undertaken in conjunction with Isobel Fraser Home

5.3 Admissions from the Community to Isobel Fraser Home

Prior to admission staff will:

Complete the pre-admission assessment over the phone or via video conferencing

All Service User admissions from the community must have at least one test performed before or on admission

Isobel Fraser Home will isolate the Service User on admission for 14 days

Risk assessment prior to admission must be undertaken to ensure that appropriate isolation facilities are available, taking into account requirements for the Service User's care

Complete the risk assessment template as located in the Forms section of this policy and in the QCS Risk Assessment section

Inform Carers that Service Users being admitted from the community must be isolated for 14 days

5.4 Action Required Once Admission is Accepted

Complete the pre-admission 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

Ensure that medication, equipment and staff with the right levels of skills are considered

Ensure that there is an appropriate plan in place for ongoing support and management of the Service User

Carry out a risk assessment to ensure that Mrs victoria connolly is able to accommodate requirements for self-isolation where required

Every potential admission must be treated on a case by case situation. A risk assessment must be completed to support a safe means of admitting new Service Users

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 Isobel Fraser Home to avoid the risk of spreading the virus throughout Isobel Fraser Home. (Template included in risk assessments on the QCS suite to

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support this)

Ensure that there is a means of transportation from the hospital to Isobel Fraser Home arranged

Communicate with staff and follow the usual admission procedure for welcoming new Service Users with the recommended PPE

The Service User needs to be isolated, ensure that the room is prepared with the correct personal protective equipment in place outside of the room and staff allocated to care for them on arrival

Ensure that the Service User has information about social distancing measures, any shielding of other vulnerable Service Users and also current COVID-19 policy on visitors at Isobel Fraser Home

5.5 Wellbeing of Current Service Users and Staff

Isobel Fraser Home must implement daily monitoring of COVID-19 symptoms with Service Users and staff at Isobel Fraser Home

Assess each Service User twice daily for the development of a fever (37.8°C or higher), cough or shortness of breath and/or a loss or change in their normal sense of smell or taste. Service Users with cognitive impairment may be less able to report symptoms

If a Service User becomes unwell, contact their GP

Isobel Fraser Home 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)

Staff must record their temperature at the start of each shift

If staff feel unwell, i.e. high temperature or new/continuous cough, they must not come into work without first contacting Mrs victoria connolly

Staff must follow the sickness absence reporting procedure at Isobel Fraser Home and ensure that they give 3 hours notice before the start of the shift wherever possible

Isobel Fraser Home 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 Isobel Fraser Home 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

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 be isolated immediately

This must be in a separated single room with a separate bathroom, where possible

Contact the NHS 24 on 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 are no better after 7 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 must immediately instigate full infection control measures to care for the Service User with symptoms, which will avoid the virus spreading to other Service Users at Isobel Fraser Home and stop staff members becoming infected. Isobel Fraser Home will follow the Personal Protective Equipment (PPE) Policy and Procedure and Infection Control Policy and Procedures at Isobel Fraser Home and current Health Protection Scotland 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

Review and update the Personal Plan and risk assessment

Ensure that any anticipatory care plans or advance directives are recorded and the correct documentation is available

Where the Service User lacks capacity, continue to explain and ensure that the least restrictive options

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are taken to maintain their safety and the safety of everyone at Isobel Fraser Home. Where required, involve the Service User's GP

5.7 Standard Expected Response to Suspected New Cases of COVID-19

If staff have a suspected new case of COVID-19 they must isolate that Service User in their room and use the personal protective equipment (PPE) provided by Isobel Fraser Home

Staff will inform the Service User's GP, who will advise staff on the medical treatment and isolation requirements to reduce the risk of further transmission to other Service Users

In line with Health Protection Scotland Isobel Fraser Home will ensure that staff are wearing the appropriate PPE;

- Fluid repellent facemask

- Apron

- Gloves

The full [infection control](#) guidance by Health Protection Scotland must also be read. A guide to which PPE must be worn is found [here](#) and included in the Forms section of this document.

5.8 Outbreak of COVID-19

An outbreak is 2 or more confirmed or suspected Service Users with COVID-19 within the same area within 7 days where cross transmission has been identified. A confirmed case is anyone testing positive for COVID-19. A suspected case is recognised as anyone experiencing symptoms indicative of COVID-19 (not yet confirmed by virology).

Please refer to the [Outbreak Checklist](#) from Public Health Scotland.

This tool can be used within a setting to provide guidance when there is an individual case or there are multiple cases.

5.9 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 Anticipatory Care Plan

- Contact the Service User's GP and community healthcare staff to seek advice

- If necessary, contact NHS 24 on 111 for clinical advice, 999 in an emergency

- All routine non-essential medical and other appointments must be done via [Near Me](#)

5.10 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 24 on 111 must be involved in this decision

- Review the Service User's Anticipatory Care Plan or Treatment Escalation Plan and discuss with the Service User and/or their family or Power of Attorney as appropriate following usual practice to determine if hospitalisation is the best course of action for the Service User

- Alzheimers Scotland has issued guidance on [Coming Into hospital: Coronavirus](#), which will help with supporting Service Users with dementia being admitted to hospital

- Follow national guidance and seek advice from the NHS 24 on 111 Coronavirus service

5.11 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 [Marie Curie: Coronavirus and end of life care](#)

5.12 Adult with Incapacity Act Considerations

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 must refer to the Restraint Policy and Procedure at Isobel Fraser Home for further detail and carry out a risk assessment. Where behaviours become complex 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.

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5.13 Training and Education

Mrs victoria connolly 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 Mrs victoria connolly 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 up-skilling of staff is necessary due to the impact of COVID-19 on staff supply, this will be provided using a Training Needs Analysis approach

Isobel Fraser Home will ensure that staff regularly log onto the Quality Compliance System to make sure they are reading the most up to date advice

**6. Definitions****6.1 Anticipatory 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 Cohorting (COVID-19)

Cohorting is where groups of patients are cared for in one area. It is used in hospitals to protect other patients and staff from the virus spreading with the same staff caring for the patients who have symptoms. It also increases efficiency as patients are in one area. It can be used in care homes where there is more than one Service User with symptoms. It will involve moving Service Users' rooms and ensuring that there is access to toilets and bathrooms that can be used by the Service Users in isolation. Staff need to keep separate and this includes at break time and handover. Social distancing must be maintained by staff as far as possible. Ideally, staff who have had COVID-19 and are not vulnerable should care for the cohorted Service User

6.4 Outbreak

An outbreak is two or more cases which meet the case definition of possible or confirmed case, within a 14-day period among either Service Users or staff in the care home

6.5 Possible Case of COVID-19 in the Care Home

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

6.6 Confirmed Case of COVID-19

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

6.7 Infectious Case

Anyone with the symptoms of COVID-19 is an infectious case for a period of 7 days from the onset of symptoms

6.8 Symptoms of COVID-19

Symptoms of COVID-19 (Coronavirus) are the recent onset of: a new continuous cough and/or a high temperature, a loss or change of smell or taste. 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 is paramount

Staff must individually risk assess each potential new Service User to ensure that Isobel Fraser Home can safely meet their needs and reduce any risk of transmission of COVID-19 once they are admitted

Staff will work in partnership with key personnel such as GPs, Health Protection Teams, Frontline NHS staff, with clear and efficient communication 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 Anticipatory Care Plan



Key Facts - People affected by the service

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

Isobel Fraser Home feel 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 Anticipatory Care Plan and staff will offer you the opportunity to complete this

If you have any questions regarding COVID-19 and how Isobel Fraser Home are dealing with this pandemic please do not hesitate to discuss with a member of staff on duty

During this time of uncertainty with the COVID-19 pandemic, Isobel Fraser Home will ensure that your wellbeing and safety is paramount in any decisions it makes about admissions and discharges to the home

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



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 inform - COVID-19 Advice:

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Health Protection Scotland - COVID-19 Incident or outbreak control tool for social or community care or residential settings:

https://www.careinspectorate.com/images/documents/coronavirus/2_covid-19-tool-for-social-or-community-care-and-residential-settings.pdf

Personal Protection Equipment:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>



Excellent Practice

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

The wide understanding of the policy is enabled by proactive use of the QCS App

Staff have a clear knowledge of their roles and responsibilities in ensuring that continuity of care and the safety and wellbeing is promoted during the discharge process

Experiences of hospital discharges are positive when feedback is gathered from Service Users and staff

Isobel Fraser Home has strong positive professional relationships with local hospitals

Isobel Fraser Home has signed up to the capacity tracker and updates it when there are changes and at least daily

Wishes, preferences and views around future care planning are gathered and recorded via an Anticipatory Care Plan



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Screening Checklist - SCC121	A checklist that can be used to determine level of risk before a resident is admitted	QCS
Symptoms of COVID-19 - SCC121	To remind staff what the symptoms of COVID-19 are	QCS
Staff daily temperature chart - SCC121	For staff to check and record their temperature	QCS

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COVID-19 Admission Assessment	Y	N
Has the Service User recently recovered from a confirmed diagnosis of COVID-19, have they been tested with 2 negative tests?		
Has the Service User been nursed on a ward or area where there are confirmed cases of COVID-19? Have they been tested and what are the results?		
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 of taste or smell 		
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) 		
Is the Service User aware of the need to self-isolate for 14 days, and that the status of Isobel Fraser Home currently includes that we cannot accept visitors at this time?		
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

