

# Workflow and risk management process specific to COVID-19

Revised 7<sup>th</sup> July 2020

## Purpose

To protect service users and staff from COVID-19 and to minimise the chances of virus transmission.

## Response

In general, to have parity with other, similar health and social care services, i.e. outpatient departments in respect of clinics being run at one of our centres, and community-based services in respect of home visits made by field service engineers and clinical/technical staff. This means that at the present time, it is a case of business as usual with the precautions and instructions detailed hereunder.

## Appointments

- Call all clients before their booked appointment to establish if they are fit to be seen, following the flowchart at the end of this document
- Appointments should not go ahead if the service user is self-isolating, has symptoms, or has been diagnosed with COVID-19; the only exception to this rule is where the risks of not intervening outweigh those of staff attending the appointment (see section below)
- Wherever possible, staff should not enter the service user's residence, instead carrying out work outside or in their vehicle
- Where they would normally work within two metres of the service user, staff should find alternative means to make an intervention wherever possible; this might be to conduct the appointment by video call, to give instruction to the service user, their carer or family member, or to arrange to work on the equipment unoccupied

- Wherever possible, immediate clinical concerns should be addressed over the telephone or using a video call, taking into account
  - The service user having sufficient digital literacy
  - Maintaining confidentiality both by AJM staff and the service user and/or their representative
  
- Clinical lead or delegate to consider risks of AJM staff contact balanced with risks to the service user of not making an intervention, taking into account the following:
  - If equipment is broken, or if the service user is unsafe in their equipment, perhaps due to posture or transfers; if the person is at risk of injury and/or will there be an increased demand on care services/risk of hospitalisation
  - Urgent pressure care issues where our intervention would make a significant difference to the person's care and/or prevent hospital admission; liaise with district/tissue viability nurse teams
  - Where provision would reduce the burden of care, i.e. reduce the need for care/familial visits, thereby reducing demand on care agencies
  - Safeguarding issue resolved or improved by equipment repair/provision
  - Palliative cases, where the person will make use of the equipment
  - Deteriorating conditions where there is risk of hospitalisation
  - Consider that people aged over 70 or who have a condition in the following list are being advised by the government to adhere stringently to social distancing guidelines, which is likely to promote self-isolation:
    - Chronic neurological conditions, including Parkinson's, MND, MS, learning disability, cerebral palsy
    - Respiratory condition
    - Compromised immune system
    - Open wound
    - Seriously overweight (BMI of 40 or above)

- Chronic heart, liver or kidney disease

## Personal protective equipment (PPE)

- Use appropriate PPE: gloves/aprons/alcohol gel/wipes/face masks/eye protection as per NHS and Public Health England guidance which is detailed with application to our services in the table at the end of this document
- Note that supply of PPE may be disrupted by prioritisation being given to acute hospitals, in which case an individual risk assessment should be carried out as to whether the appointment should be carried out, or if it can be carried out in another manner

## Care homes

- Respect care home procedures upon entry; follow their procedures and policies; many care homes are not allowing visitors
- Bear in mind that service users in care homes are in a safe, contained environment; they are at particularly high risk meaning that visitor numbers must be minimised

## Inadvertent contact with COVID-19

Staff who, inadvertently, come into contact with a service user having COVID-19 while not wearing personal protective equipment (PPE) can remain at work; this is because in most instances, it will have been a short-lived exposure, unlike exposure in a household setting that is ongoing; staff should, however:

- Not attend work if they develop symptoms while at home and notify their line manager immediately
- Self-isolate and immediately inform their line manager if symptoms develop while at work

## Equipment

- All equipment used for assessment must be cleaned prior to use and after use with appropriate (minimum 70%) alcohol wipes

- Where possible, equipment for handover that does not need clinical adjustment/set up should be delivered outside the service user's house at an agreed time
- With emergency repairs, wherever possible, equipment should be collected from the service user's front door at an agreed time; the repair should be conducted outside and the equipment returned without personal contact
- Keep stocks of standard equipment topped up, raising concerns to the supply chain manager

## General

- Maintain safe distancing/contact at all times
- Stagger staff breaks and times in the departments
- Base clinical staff with laptops at home after appointments and at other times, as appropriate: write up clinical records, perform caseload management, carry out duty tasks
- Reduce unnecessary travelling across sites, unless emergency stock transfers are required
- Ensure there is an adequate skill mix across sites to ensure tasks are completed
- Service operational managers to manage clinical risks and log decision making, in conjunction with clinical leads/managers
- Prioritise administration tasks to clinical appointments/telephone work/equipment orders/repairs
- Monitor cleaning contractors and ensure daily cleaning of departments is completed, with the inclusion of door handles and other 'touch points'
- Internal cleaning of vans daily, including the cab, using wipes

- All staff to read coronavirus updates sent out via email; accordingly, when meaningful information and guidance is present, staff without email should be informed of updates by their line manager
- All key staff (service manager/clinical lead/logistics lead/customer service lead) to have assigned deputies in case of absence

## National advice

This website gives general information about the condition:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

In this link are details specific to healthcare provision:

<https://www.england.nhs.uk/coronavirus/community-social-care-ambulance/>

Adult social care information is contained here:

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>

Public Health England provide a variety of information resources:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

Information on inadvertent staff exposure:

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

Guidance on PPE where an individual is not currently a possible or confirmed case:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/879111/T4\\_poster\\_Recommended\\_PPE\\_additional\\_considerations\\_of\\_COVID-19.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879111/T4_poster_Recommended_PPE_additional_considerations_of_COVID-19.pdf)

Guidance on PPE where an individual is a possible or confirmed case:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877599/T2\\_Recommended\\_PPE\\_for\\_primary\\_outpatient\\_and\\_community\\_care\\_by\\_setting\\_poster.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877599/T2_Recommended_PPE_for_primary_outpatient_and_community_care_by_setting_poster.pdf)

Visual guide to PPE:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877528/COVID-19\\_easy\\_visual\\_guide\\_to\\_PPE\\_poster.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877528/COVID-19_easy_visual_guide_to_PPE_poster.pdf)

General guidance on PPE:

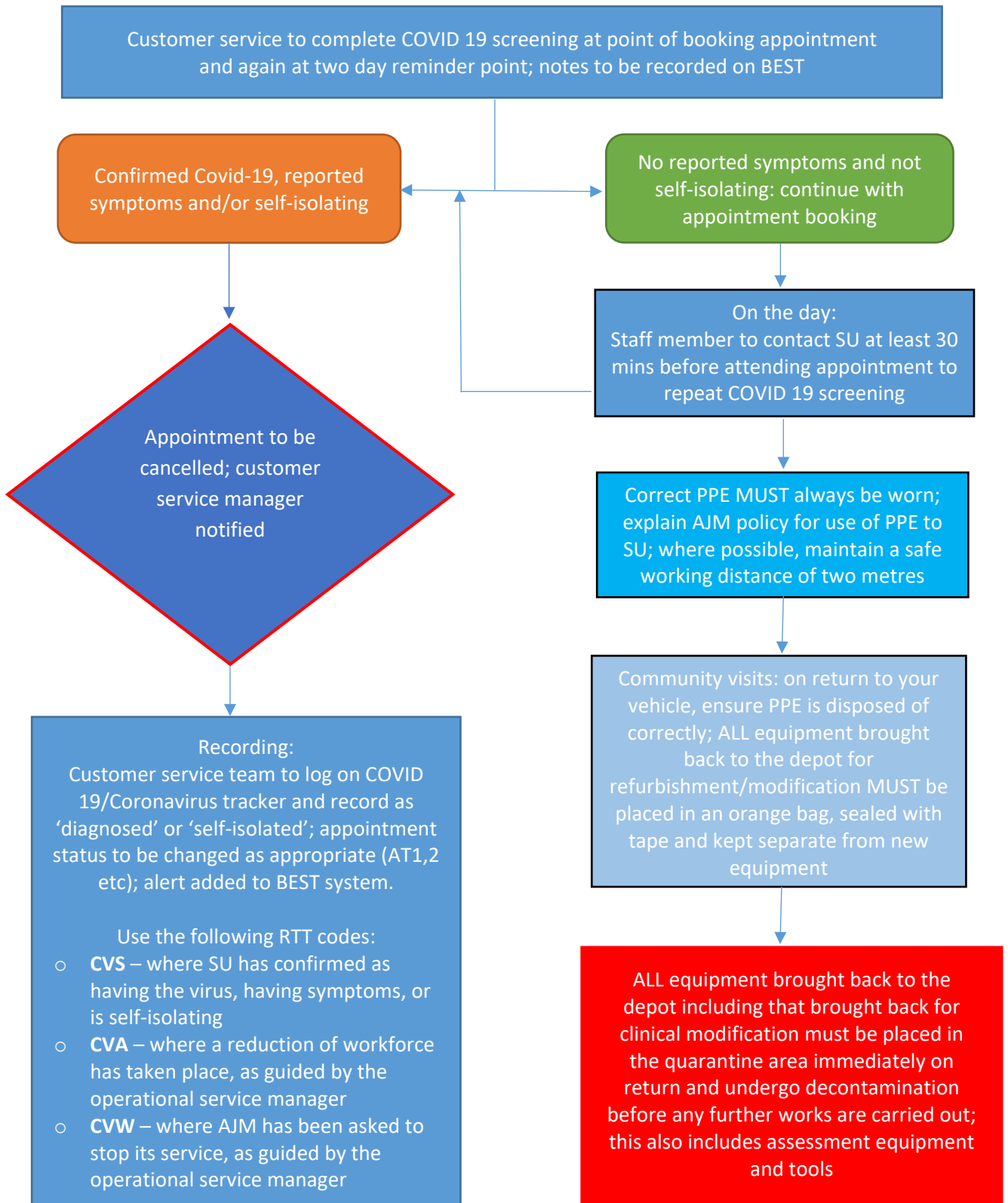
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

Guidance as to how PPE can be reused; full details here in section 4 regarding masks:  
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe>

HCPC guidance on managing risk: infection prevention & control:













































[https://www.hcpc-uk.org/covid-19/advice/applying-our-standards/managing-risk/?dm\\_i=2NJF,110RR,78XC9M,3WVIC,1](https://www.hcpc-uk.org/covid-19/advice/applying-our-standards/managing-risk/?dm_i=2NJF,110RR,78XC9M,3WVIC,1)


















# APPOINTMENTS: COVID-19 PROCESS







## Coronavirus (COVID-19) PPE Guidelines

Setting	Context	Social distancing at least 2m	Hand gel	Disposable apron	Disposable gloves	Fluid repellent mask	Eye shielding	Filtering type respirator
SU home	Delivering/collecting/repairing equipment <b>at the door</b> , maintaining 2m distancing							
	Delivering/collecting/repairing equipment, and clinical assessment <b>inside the home</b> : no one in household is symptomatic of CV-19, maintaining 2m distancing			 Single use	 Single use			
	Delivering/collecting/repairing equipment, and clinical assessment inside the home: someone in household is symptomatic of CV-19, maintaining 2m distancing			 Single use	 Single use	Risk assess	Risk assess	
	Repair/fitting of equipment, and clinical assessment inside the home: within 2m, regardless of SU infection status			 Single use	 Single use	Risk assess	Risk assess	
	Any activity being carried out in property where a resident is shielding			 Single use	 Single use	 Single use		
Care home	Delivering/collecting/repairing equipment <b>at the door</b> , maintaining 2m distancing							
	Delivering/collecting/repairing equipment, and clinical assessment inside the home: regardless of distancing and infection status			 Single use	 Single use	 Single use	Risk assess	

Setting	Context	Social distancing at least 2m	Hand gel	Disposable apron	Disposable gloves	Fluid repellent mask	Eye shielding	Filtering type respirator
Clinic room at service centre	Clinical assessment maintaining 2m distancing			 Single use	 Single use	Risk assess*	Risk assess*	
	Clinical assessment within 2m for SU who is not currently a possible or confirmed case			 Single use	 Single use	Risk assess*	Risk assess*	
Aerosol generating procedure (AGP), all settings	AGP is being carried out (e.g. non-invasive ventilation), regardless of SU infection status			 Single use	 Single use			

**Notes:**

-  Single use: seal in bag and leave 72 hours before disposal (single use refers to disposal of PPE or decontamination of reusable items e.g. eye protection or respirator, after each patient and/or following completion of a procedure, task, or session; dispose or decontaminate reusable items after each patient contact)
-  Not generally required but assess the risk; ultimately, where staff consider there is a risk to themselves or the individuals they are visiting, they need to assess the risk and upscale PPE where they feel appropriate, in consultation with their line manager
- Risk assess:** utilise PPE when there is an anticipated/likely risk of contamination with splashes, droplets of blood or body fluids, e.g. saliva, sputum, urine

**Eye protection**

A risk assessment on the use of eye protection should consider the risk of droplet transmission to the eye, e.g. a coughing/sneezing/drooling service user where you are unable to be more than two metres away, or for close and prolonged interaction with service users. You may want to consider the risk in a care home environment due to the unpredictability of the residents, for example if collecting equipment from a communal area where it may be more difficult to practice safe social distancing.

### **Non-Invasive Ventilation (NIV)**

- When visiting a property where NIV is in use, FFP3 or FFP2 masks must be worn.
- When booking an appointment, staff are to ask whether the SU is using NIV
  - If the answer is YES, a risk assessment is to be carried out by the line manager and the appropriate PPE made available to the attending staff member
  - If on arrival the SU is receiving ventilation, the attending staff member must assess the risk to themselves against the urgent need of the task; if the task is carried out the appropriate PPE must be worn correctly

### **Doorstep deliveries**

- Staff should contact the service user or carer to ensure the item can be taken inside, so it is not just left unattended; staff should place items on the doorstep, knock and then move at least two meters from threshold and wait for door to be opened before leaving

### **Two person jobs**

- If staff are not in two separate vehicles, a reusable mask must be worn by both while in the cab together as social distancing measures cannot be adhered to