Social Care (Alba) Limited
26 George Square, Edinburgh, EH8 9LD

Review Sheet

Last Reviewed 03 Mar '22	Last Amended 03 Mar '22	Next Planned Review in 12 months, or sooner as required.

Business impact	**HIGH IMPACT** These changes require action as soon as possible.
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	This policy will support staff in a care at home setting with admitting service users safely during the COVID-19 pandemic. It has been reviewed with minor updates made. References and links have been checked and changed to reflect updated guidance.
Relevant legislation:	• Coronavirus (Scotland) (No 2) 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 • UK GDPR
Underpinning knowledge - What have we used to ensure that the policy is current:	• Author: Scottish Government, (2020), *Coronavirus in Scotland*. [Online] Available from: https://www.gov.scot/coronavirus-covid-19/ [Accessed: 3/3/2022] • Author: Public Health Scotland, (2020), *Our COVID-19 response*. [Online] Available from: https://publichealthscotland.scot/ [Accessed: 3/3/2022] • Author: Health Protection Scotland, (2020), *Coronavirus (COVID-19): guidance for care at home, housing support and supported housing*. [Online] Available from: https://www.gov.scot/publications/coronavirus-covid-19-guidance-care-at-home-housing-support-and-supported-housing/ [Accessed: 3/3/2022]
Suggested action:	• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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1. Purpose

1.1 To provide updated advice on measures that Social Care (Alba) Limited has put in place prior to a Service User being admitted to Social Care (Alba) Limited to ensure that Service Users are managed appropriately and safely and that 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 Social Care (Alba) Limited. The Scottish government, Coronavirus (COVID-19): clinical guidance for the management of clients accessing care at home, housing support and sheltered housing documents must also be read.

1.3 To support Social Care (Alba) Limited in meeting the following Quality Indicators:

Key Question	Quality Indicators
SUPPORT-AND-WELLBEING	CAH.S1.3: People?s health and wellbeing benefits from their care and support
LEADERSHIP	CAH.S2.3: Leaders collaborate to support people
LEADERSHIP	CAH.S2.4: Staff are led well

1.4 To meet the legal requirements of the regulated activities that {Social Care (Alba) Limited} is registered to provide:

ı Coronavirus (Scotland) (No 2) Act 2020
ı Health and Safety at Work etc. Act 1974
ı Adults with Incapacity (Scotland) Act, 2000
ı The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
ı Data Protection Act 2018
ı Public Services Reform (Scotland) Act 2010
ı UK GDPR

2. Scope

2.1 The following roles may be affected by this policy:
ı Registered Manager
ı Other management
ı Administrator
ı Care staff

2.2 The following Service Users may be affected by this policy:
ı Service Users

2.3 The following stakeholders may be affected by this policy:
ı Family
ı Advocates
ı Representatives
ı Commissioners
ı External health professionals
ı Local Authority
ı NHS

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3. Objectives

3.1 Social Care (Alba) Limited acknowledges its role in relieving pressure on frontline NHS services whilst ensuring the wellbeing and safety of all individuals involved.

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, City of Edinburgh Council and other professionals involved in the discharge of Service Users.

3.3 Social Care (Alba) Limited promotes and advocates the use of advance planning approaches to ensure that the wishes and preferences of Service Users are established and taken into consideration when planning discharges or admissions.

3.4 To ensure that there is clear visibility of capacity and to understand the impact of COVID-19 on Social Care (Alba) Limited, the eForms on the Care Inspectorate's site should be completed by Social Care (Alba) Limited.

4. Policy

4.1 Social Care (Alba) Limited is prepared for the possibility that, in order to relieve pressure on the frontline services, there may be an increased demand for care from Social Care (Alba) Limited. This may include receiving Service Users back from hospital or from within the community who are COVID-19 positive in order to support them in isolation. Social Care (Alba) Limited will 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 Social Care (Alba) Limited understands that staff, Service Users and their families will understandably feel concerned about the risks posed by accepting Service Users from hospital or from within the community who either have symptoms, have no symptoms or who have had COVID-19 and are no longer symptomatic. Social Care (Alba) Limited recognises, however, that there is an obligation to protect the NHS for the most critically ill and will ensure that robust risk assessments with stringent infection control and personal protective equipment procedures are in place to ensure that Social Care (Alba) Limited can support the national effort to manage the COVID-19 pandemic.

4.3 Social Care (Alba) Limited will communicate clearly with staff, have procedures in place to protect staff who themselves are vulnerable to COVID-19 or who are protecting family members. Furthermore, Social Care (Alba) Limited will ensure that, through careful planning and robust precautions, the wellbeing and safety of Service Users at Social Care (Alba) Limited are protected and maintained.

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5. Procedure

5.1 Data Collection During COVID-19

- The Care Inspectorate will communicate with Social Care (Alba) Limited directly in relation to the notifications required via eForms on the impact of COVID
- All providers have been asked to complete the required information via eForm

5.2 Admissions to Social Care (Alba) Limited from Hospital

- Social Care (Alba) Limited understands the requirements to complete the Care Inspectorate's online form and will aim to remain open to new Service Users as much as possible during the pandemic to support pressures on the NHS and other services
- However, Social Care (Alba) Limited will ensure that a risk assessment is carried out with staff availability, the ability to isolate the Service User and the availability of supplies, including personal protective equipment, taken into account
- The Registered Manager will determine if Social Care (Alba) Limited can meet the needs of the Service User and will escalate any concerns to Social Care Alba
- All individuals discharged from hospital will be tested and can be safely discharged as long as guidance on PPE is correctly followed by Social Care (Alba) Limited. Staff can refer to the Personal Protective Equipment (PPE) Policy and Procedure for more information
- Those individuals whose test results have yet to be received can be discharged and it must be assumed that the person could be COVID-19 positive
- If Social Care (Alba) Limited agrees to accept a Service User who is COVID-19 positive, Social Care (Alba) Limited will follow the procedure for supporting Service Users with COVID-19 as documented in **SHS16 - Coronavirus Policy and Procedure** at Social Care (Alba) Limited
- If a Service User has no COVID-19 symptoms or has tested positive for COVID-19 but is no longer showing symptoms and has completed their isolation period, then care can be provided as normal following the PPE requirements
- However, Social Care (Alba) Limited may ask the Service User, as a precaution, to isolate for 7 days, and support them as if they are COVID-19 positive
- The Hospital Discharge Service and staff will clarify with Social Care (Alba) Limited the COVID-19 status of an individual and any COVID-19 symptoms during the process of transfer from a hospital

5.3 Action Required Once the Service User is Accepted

- Complete the assessment over the phone or via video conferencing
- Determine if the Service User is deemed clinically stable, suitable and well enough to be discharged from hospital
- Identify the level of frailty of the Service User using the Clinical Frailty Scale to ensure that there is a shared understanding between health providers and Social Care (Alba) Limited
- Ensure that medication, equipment and staff with the right levels of skills are considered
- Ensure that there is an appropriate plan in place for the ongoing support and management of the Service User
- Carry out a risk assessment to ensure that Fatou Sanneh is able to accommodate requirements for self-isolation where required
- Every potential new Service User must be treated on a case-by-case basis. A risk assessment must be completed to support a safe means of supporting 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 Social Care (Alba) Limited to avoid the risk of spreading the virus. (There is a template included in the risk assessments on the QCS site to support this)
- Ensure that there is a means of transportation from the hospital arranged and confirm the date that care will commence

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- Ensure that the Service User has information about social distancing measures and staff practices during the COVID-19 pandemic, as well as a rota of their scheduled visits
- If the Service User needs to be isolated, ensure that staff are prepared with the correct personal protective equipment
- Ensure that staff are fully trained and understand the long-term effects of COVID-19

5.4 Admissions from the Community to Social Care (Alba) Limited

Where enquiries to support individuals from the community are received by Social Care (Alba) Limited, prior to supporting, staff will:

- Complete the Service User's assessment over the phone or via video conferencing
- Ensure that staff are aware of the symptoms of COVID-19 and carry out a screening check before the Service User is supported to ensure the correct precautions can be put in place
- Complete the risk assessment template as located in the 'Forms' section of this policy and in the QCS Risk Assessment section
- Discuss the care with the Service User's GP or other healthcare professionals involved in their care to identify any current isolation advice for that Service User or the household in which they live
- Inform Personal Assistants that the Service User is being supported from the community and how they should be managed based on symptoms. However, if symptoms worsen, they must escalate concerns in a timely manner to the Service User's GP, 111 or 999, dependent on the severity
- In addition, staff will be aware that new Service Users may have COVID-19 and not present with symptoms. Therefore, it may be necessary to use barrier precautions on the advice of the Service User's GP or other primary healthcare professionals. This advice must be sought before the Service User is supported

5.5 Wellbeing of Current Service Users and Staff

- Social Care (Alba) Limited must implement daily monitoring of COVID-19 symptoms for Service Users and staff at Social Care (Alba) Limited
- Assess Service Users during their scheduled visits for the development of a fever (37.8°C or higher), a cough or shortness of breath, or a loss or change in their usual sense of smell or taste. Immediately report Service Users with a fever or respiratory symptoms to NHS 24 on 111
- Social Care (Alba) Limited 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' section)
- If staff feel unwell, i.e. have a high temperature, a new/continuous cough or a loss or change in sense of smell or taste, they must not come into work without first contacting Fatou Sanneh
- Staff must follow **SPA07 - Sickness Absence Policy and Procedure** at Social Care (Alba) Limited and ensure that they give 3 hours notice before the start of the shift wherever possible
- Social Care (Alba) Limited 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 Social Care (Alba) Limited 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 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 isolate immediately
- Contact NHS 24 on the111 COVID-19 service for advice on assessment and testing
- If further clinical assessment is advised, contact their GP
- If symptoms worsen during isolation or they are no better after 10 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 should immediately instigate full infection control measures to care for the Service User with symptoms, which will avoid the virus spreading and stop staff members becoming infected. Social Care (Alba) Limited will follow the Personal Protective Equipment (PPE) Policy and Procedure and the Infection Control Policy and Procedure at Social Care (Alba) Limited and current Public Health 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 where required

- Review and update the Personal Plan and risk assessment

- Ensure that any advance directives are recorded and that the correct documentation is available

- Where the Service User lacks capacity, continue to explain and ensure that the least restrictive options are taken to maintain their safety and the safety of everyone at Social Care (Alba) Limited. Where required, involve the Service User's GP

5.7 Avoiding Admissions to Hospital

If a Service User is unwell:

- Review the Service User's Personal 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

- Postpone routine, non-essential medical and other appointments

- Review and postpone all non-essential appointments (medical and non-medical) that would involve the Service User visiting the hospital or other health care facilities

- If medical advice is needed to manage routine care, consider arranging this remotely via a phone call with the GP or named clinician

5.8 Decisions About Transferring a Service User with COVID-19 to Hospital

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 the usual practice to determine if hospitalisation is the best course of action for the Service User

- Follow national guidance and seek advice from 111

5.9 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

5.10 COVID-19 Testing

Anyone displaying symptoms of COVID-19 must get tested for COVID-19. For more information, refer to the COVID-19 Testing Policy and Procedure at Social Care (Alba) Limited.

5.11 COVID-19 Testing and Transfers into the Community

Negative tests are not required prior to transfers/admissions into the community. Where Social Care (Alba) Limited receives a new or existing Service User who has been discharged from hospital with a previous positive COVID-19 test, the hospital will provide:

- The date and results of any COVID-19 test

- The date of the onset of symptoms

- A care plan for discharge from isolation

A local co-ordinator will be available for Social Care (Alba) Limited to liaise with, who has accountability for the discharge process.

5.12 Adult with Incapacity Act Considerations

Where it is thought that Service Users may be deprived of their liberty, staff must ensure that procedures are followed.

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

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Personal Plan must provide details around how best to manage this and a risk assessment completed. Staff must not use physical restraint and should refer to SCR17 - Restraint Policy and Procedure at Social Care (Alba) Limited 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.

5.13 Sharing of Information and Partnership Working

In order to ensure that Social Care (Alba) Limited can provide a continuous service to support frontline pressures, Social Care (Alba) Limited will:

- Use the Social Care and Social Work Improvement Scotland - Care Inspectorate eForm to alert others of the impact that COVID-19 is having on the service
- Ensure that telehealth facilities are available such as the use of Near ME, Skype and that other tools to access advice from GPs, acute care staff, local Public Health Scotland, health protection teams and community health staff, can be provided

Staff will ensure that, at all times, they comply with the Data Protection Act when sharing information or using the above sources of communication.

5.14 Training and Education

- Fatou Sanneh will closely follow updated guidance directly from the Scottish Government, NHS and local Commissioning/NHS policy and adapt practices to align with their requirements and recommendations
- Staff will be updated through regular briefings from Fatou Sanneh in changes to practice as provided by Scottish government 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 upskilling of staff is necessary due to the impact of COVID-19 on staff supply, this will be provided using a Training Needs Analysis approach
- Social Care (Alba) Limited will ensure that staff regularly log into the Quality Compliance System to make sure they are reading the most up-to-date advice
- Where Service Users require additional support due to the long-term effects of COVID-19, this will be documented in the Service User's Personal Plan and staff will be supported and trained to carry this out

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6. Definitions

6.1 Symptoms of COVID-19

ꞁ Symptoms of COVID-19 (Coronavirus) are the recent onset of a new continuous cough, a high temperature and/or a loss or change in the normal sense of taste or smell. This is the current NHS definition. However, it is important to be aware that the Service User may have different symptoms of COVID-19

6.2 Infectious Case

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

6.3 Confirmed Case of COVID-19

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

6.4 COVID-19

ꞁ COVID-19 is a new illness that can affect the lungs and airways. It is caused by a type of coronavirus

6.5 Outbreak

ꞁ An outbreak is two or more cases which meet the case definition of possible or confirmed case, within a 7-day period. This definition is for care homes. There is no definition of an outbreak for people living in supported living or extra care schemes

6.6 Anticipatory Care Plan

ꞁ 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

6.7 Possible Case of COVID-19

ꞁ 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

Key Facts - Professionals

Professionals providing this service should be aware of the following:

ꞁ When considering admissions and discharges during this current pandemic, staff and Service Users' wellbeing and safety are paramount

ꞁ Staff must individually risk assess each potential new Service User to ensure that Social Care (Alba) Limited can safely meet their needs and reduce any risk of transmission of COVID-19 once admitted

ꞁ Staff will work in partnership with key personnel such as GPs, Health Protection Teams, Frontline NHS staff, with clear and efficient communication as the key to successful partnership working

ꞁ 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:

ꞁ During this time of uncertainty with the COVID-19 pandemic, Social Care (Alba) Limited will ensure that your wellbeing and safety are paramount in any decisions it makes about admissions and discharges to Social Care (Alba) Limited

ꞁ Systems are in place to ensure that any new potential admission is risk assessed and management plans are put in place to protect them and you

ꞁ Social Care (Alba) Limited feels 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

ꞁ If you have any questions regarding COVID-19 and how Social Care (Alba) Limited is dealing with this pandemic, please do not hesitate to discuss this with a member of staff on duty

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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 - COVID-19 Advice:
https://111.nhs.uk/covid-19
EM3 - Clinical Frailty Scale:
https://em3.org.uk/foamed/24/4/2017/lightning-learning-clinical-frailty-scale

Excellent Practice

To demonstrate Excellence in this policy area ensure that:
l   The wide understanding of the policy is enabled by proactive use of the QCS App
l   Staff have a clear knowledge of their roles and responsibilities in ensuring that continuity of care and safety and wellbeing are promoted during the discharge process
l   Experiences of hospital discharges are positive when feedback is gathered from Service Users and staff
l   Social Care (Alba) Limited has strong, positive, professional relationships with local hospitals
l   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 - SCC122	A checklist that can be used to determine the level of risk before a Service User is admitted	QCS
Symptoms of COVID-19 - SCC122	To remind staff what the symptoms of COVID-19 are	QCS

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COVID-19 Admission Assessment	Y	N
Has the Service User recently recovered from a confirmed diagnosis of COVID-19?		
Has the Service User been nursed on a ward or area where there are confirmed cases of COVID-19?		
Does the Service User have any of the following symptoms at the time of admission? • High temperature • Cough • Shortness of breath (even mild) • Loss or change in their normal sense of smell or taste		
Does the Service User need to be shielded due to any of the following underlying conditions? • 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)		
Does the Service User rely on visitors to meet their care or support needs (over and above what staff at Social Care (Alba) Limited can accommodate), which could pose a risk to other Service Users?		
Is the Service User aware of the need to self-isolate for 10 days?		
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
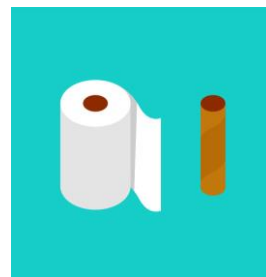
A new continuous cough

Loss of Taste and Smell

Fatigue

Aching muscles

Sore throat

Diarrhoea.

New onset or worsening confusion

Sneezing

Runny Nose

Shortness of Breath

Headache