

Hello all

Lauren very kindly extracted the section below from the business continuity plan to share with staff. If you have not done so already, please can you make sure all your direct reports are aware of the process we have put in place. Thanks

## Considerations for a Coronavirus Pandemic

### Workers

If workers become ill with symptoms of an influenza virus, or are diagnosed with a virus such as coronavirus, Public Health England guidance will be followed, alongside any local guidance issued by Camden and Islington Public Health

(<https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19>)

Specifically:

1. If a staff member becomes unwell in the workplace and has travelled to or from any of the affected countries, the unwell person should;
  - be removed to an area which is at least 2 meters away from other people. If possible find a room or area where they can be isolated behind a shut door, such as a staff office. If it is possible to open a window, do so for ventilation. *As arranged by their manager. Managers to check designated areas for Camden buildings and protocol for community sites and share these with their teams*
  - The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms. If the person affected is not able for any reason to call NHS 111 themselves then a manager/ colleague should call on their behalf.
  - Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should stay in the allocated room. They avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.
  - A separate allocated bathroom should be used, if available whilst waiting for medical assistance. This will apply only to the period of time while waiting for transport to hospital. *Following the patient transfer to hospital, the room should be closed and should not be used until further advice is provided by the local Health Protection Team. Managers to liaise with site managers on advice provided*
2. Whether unwell or not; People who have returned any of the areas affected by coronavirus in the last 14 days should avoid attending work. They should call NHS 111 for advice on return to the UK and self-isolate, reporting travel and NHS advice to their manager
- There is advice in place for what to do if you have returned in the last 14 days from [specified countries or areas](#) which is being updated on an ongoing basis.

*The above information has been issued by Public Health England and will be monitored to check for any change to the advice, or further advice, throughout the period of the pandemic. This guidance will be checked twice a week for the duration of the pandemic.*

## **Meeting with Families & home visits**

If a family has returned from an affected area, or a family member is showing symptoms of the coronavirus, the following public health advice will be followed:

- Camden staff will ascertain over the phone if the person is in self-isolation, and if they are asymptomatic or symptomatic

- If they are self -isolating and a visit to their home is deemed necessary, then a full risk assessment will be undertaken with managers and an infection control specialist to decide the best course of action.

- If during a telephone consultation with the parent to assess their suitability for a home visit, it is thought that COVID-19 is possible (based on the PHE criteria for a possible case – see link at the bottom of this section), then a face-to-face assessment must be avoided. Instead, we will call NHS 111 and arrange for a clinical assessment to be made before proceeding.

- If the person is asymptomatic, we will follow the above protocol, adhere to the self-isolation period and book a visit either beyond this period or sooner if the risk is deemed to be low.

### **If Home Visits Cannot Be Carried Out**

If it is decided that a home visit is not safe due the virus risk, but that this results in increased risk concerns regarding the child (e.g. if we cannot see or speak to the child and/or see the home environment and/or it is unclear whether the parent is able to care for the child/ren), the manager will take the case to social care daily discussion for consideration, who will bring in infection control specialists as deemed necessary to help inform decision making.

### **If the person is symptomatic at a home visit/ at a meeting in a Camden building/ at a community site**

- We will avoid any further physical contact with the person, if we can. The person should remain in the room with the door closed. Belongings and waste with which they have come into contact should remain in the room. We will advise anyone with us in the house not to enter the room. If a travel or clinical history still needs to be obtained, we will do this by asking the parent to call NHS 111 from their room. The worker will inform their manager so that a full risk assessment can be undertaken with an infection control specialist to decide the next course of action

### **If the individual requires urgent medical attention**

If the individual is critically ill and requires urgent medical attention or ambulance transfer to a hospital, they should inform the ambulance call handler of the potential links to COVID-19.

Following transfer to hospital, the room should be closed and should not be used until further advice is provided by the local Health Protection Team.

### **If the person has a negative COVID-19 test**

If after assessment the person has a negative test, then no further action is required.

### **If the person has a positive COVID-19 test**

If after assessment the person has a positive test, then a contact tracing exercise will be undertaken by the local Health Protection Team who will advise on any further actions, depending on your recent exposure to the patient.

In the event that home visits are not deemed to be appropriate or safe during this time, the worker and manager will identify other ways in which contact with the family can be made (this may include skype/facetime/video calls for example).

### **Reduced Staffing**

If the pandemic results in reduced staffing capacity, Head of Service / Service Manager to give instructions to carry out priority work in order to deliver the minimum acceptable level of

service with the staff available. Family work will be prioritised according the severity and frequency of risk.

### **Contact Details for Further Information and Advice**

Advice for self isolation is here <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>

Advice regarding specific countries and areas with implications for returning travelers is here <https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas/covid-19-specified-countries-and-areas-with-implications-for-returning-travellers-or-visitors-arriving-in-the-uk>

NHS information on coronavirus is here <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Public Health England Coronavirus Response Unit telephone number: **0300 303 0450**. Use for specific health protection-related advice e.g. if a child or parent is a possible case of COVID

Public Health England local email address for queries: [CIPHAdmin@islington.gov.uk](mailto:CIPHAdmin@islington.gov.uk)

Camden Council webpage on COVID:

[www.camden.gov.uk/coronavirus](http://www.camden.gov.uk/coronavirus)

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