



COVID-19 Getting Ready for Face-to-Face Work

Webinar
July 2020





By the end of this webinar, you should be able to:

- Recall 3 key points from the Public Health guidance on home visits
- Recall 3 key points from the pre-visit check list
- Describe at least 4 ways to help prevent infection spread before, during or after a face-to-face visit
- Identify whether your confidence in how to help prevent infection spread during a face-to-face visit has changed pre-to-post webinar



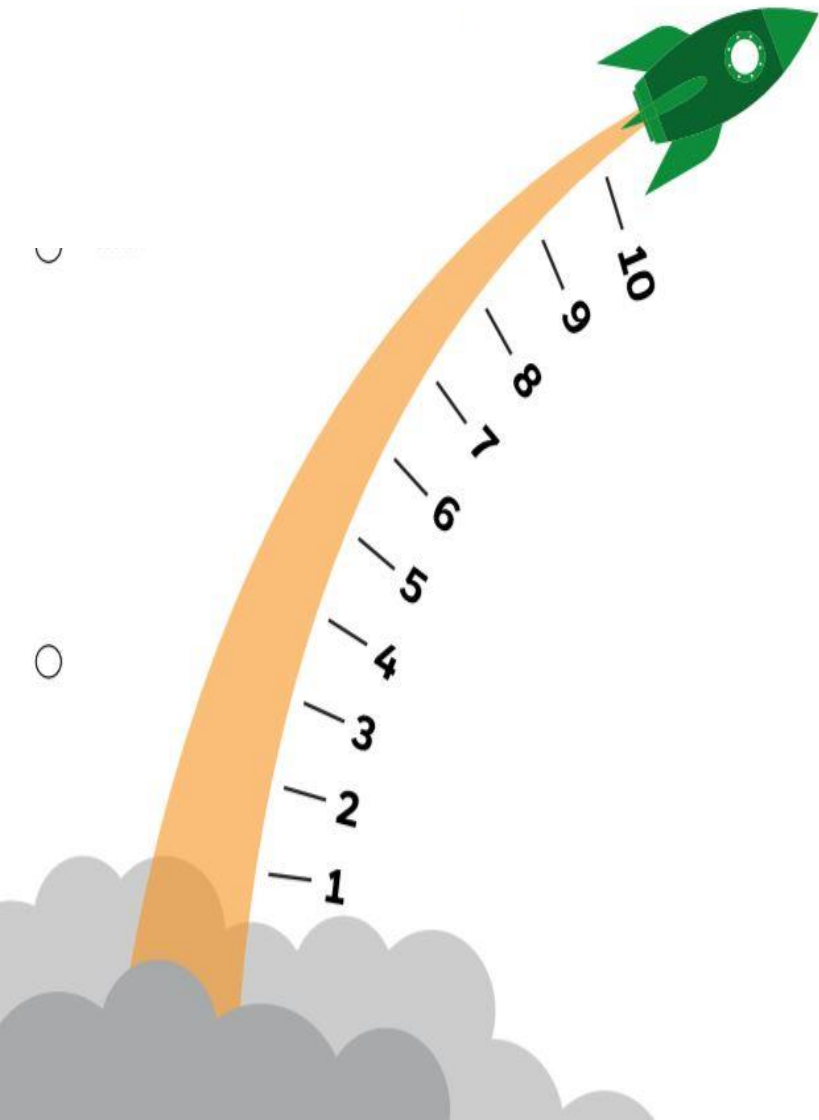
Important Notice

The information and ideas in this webinar are drawn from Camden and Islington Public Health Guidance on Home Visits, and Government guidance issued to schools, nurseries, libraries, community centres and trades working in peoples homes

BUT

This webinar is not designed to give definitive answers; it is to help you think about ways you can help prevent infection spread when you visit families.

Its important you read the Public Health Guidance and discuss any questions with your line manager



On a scale of 1 to 10, how confident do you feel about helping prevent infection spread when planning and doing a face-to-face visit?

What number would you be happy to get to by the end of this session?

(1 = not at all confident, 10 = extremely confident)

Public Health Guidance – Main Points

Issued May 2020 and updated 16 July 2020



Risk Assess

by phone, before every home visit. This means:

- Has anyone had COVID symptoms that have started in the last 7 days?
- Does anyone in the house still have a temperature?
- Is anyone self-isolating?
- Has anyone been discharged from hospital for COVID in the last 14 days?
- Is anyone in the clinically vulnerable group?

Practice Good Hygiene

This means:

- Wash hands before entering and existing (for at least 20 seconds with soap and water, or use hand sanitiser with a minimum of 60% alcohol)
- Avoid touching your face, nose and eyes
- Maintain social distancing
- Clean surfaces frequently including door handles etc

Sequence Home Visits

- visit more vulnerable people before less vulnerable people to help limit infection spread. Clinically vulnerable (moderate risk) groups need to be particularly stringent in following social distancing measures

Prep Home Visit Bags

- Ensure these contain any necessary additional PPE, face coverings, sanitiser and waste bags

If no one in the home has COVID symptoms, is shielding or self-isolating, follow all general principles for infection control in the good hygiene section.

Scenario

- You are planning your week, and have 4 home visits to do. You know that one household has someone aged over 70 living there, and another household has a young person with asthma.
- What could you do before your visits to help prevent infection spread?
- Write your answer in the chat box

Pre-Visit Checklist – Main Points

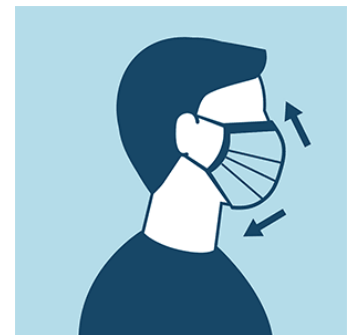
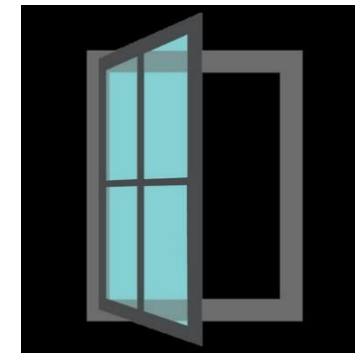
Check Yourself	have you or anyone in your home had COVID symptoms in the last 7 days, still has a temperature, is self isolating or been discharged from hospital for COVID in the last 14 days?
Your Risk Assessment	make sure your individual risk assessment is up to date (reviewed every 20 working days)
Risk Assess the Home	24 - 48 hours before the visit, using the Public Health list of questions in our pre-visit checklist and casenote it
Help the Family to Prepare this means:	<ul style="list-style-type: none"> • send information sheets about social distancing and talk through what you all need to do when you meet • Check who will be present during the visit • Confirm the purpose of the visit and the work you'd like to do with the family during the visit • Check if 1 metre+ social distancing will be possible inside the home • Discuss and arrange an alternative venue if necessary/appropriate
You can take a face mask for the parent/s to wear and offer this to them, although they are not obliged to wear it	

Scenario

- You are planning a face-to-face visit with a family of 3 who live in a hostel in one room. They would like to see you in person
- What could you do before the visit to help prevent infection spread?
- Write your answer in the chat box

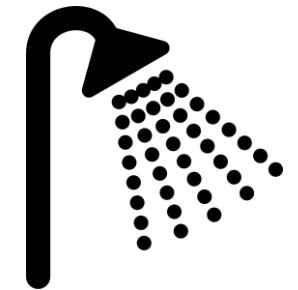
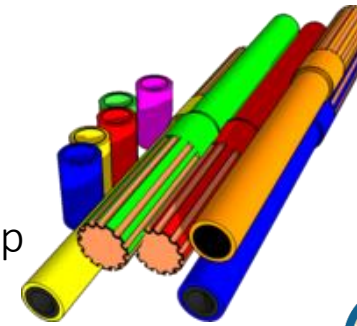
Some Things I Could Do to Help Prevent Infection Spread

- ✓ I can get my **home visit bag ready** – I've got hand sanitiser, sanitiser wipes, my face mask, any extra PPE (that my individual risk assessment identified), activities and resources I need, sealable bags, and waste bags
- ✓ The **toys, games and activities** I take with me are made of **plastic or paper** so I can clean them afterwards or leave them at the home
- ✓ I can ask the family to **open the internal doors** and to **open a window** in the room we meet in to help with ventilation
- ✓ I can **sanitise my hands** and **put my face mask** (and/or other PPE) on **before I ring the bell** or call the family to ask them to open the door
- ✓ I'm feeling **physically well**, and my own family are too
- ✓ I can keep **at least 1 metre distance** from all the family and support them to do that too (2 metres wherever possible)
- ✓ I can do **side-by-side work** (rather than face—to-face) wherever possible



More Things I Could Do to Help Prevent Infection Spread

- If I take **soft toys or puppets**, I can ask the children not to touch them. If they do, I can put them in a sealable plastic bag after use and wash thoroughly when I get home
- If I take **felt tip pens** for the children to use, I can either take a cheap pack that I can leave at the home, or put the pens in a sealable plastic bag after use and thoroughly clean them with sanitiser or soap
- If I'm taking **books** to use, I can put them in a sealable plastic bag after use and 'quarantine' them for 72 hours after use
- I can have **waste bags** with me so if I touch something and the parent touches something (like a pen for example), I can bag it and dispose of it safely (in the post-visit guidance)
- When I get home, I can put the clothes I wore to the visit in a pillow case (and all of it into the wash!) and get **straight in the shower** if I can



Scenario

- You are visiting a family of 5, including a 3 year old, an 8 year old and a 14 year old. Their home is large enough for you to maintain social distancing. They live on the 10th floor of a tower block in Swiss Cottage.
- You want to do some direct work with the 3 year old and 8 year old during the visit, to help them express their hopes, feelings and wishes as part of the assessment.
- What could you do before, during or after the visit to help prevent infection spread?
- Write your answer in the chat box

Recap



- We thought about Public Health Guidance on Home Visits

Risk Assess	<ul style="list-style-type: none"> • Has anyone had COVID symptoms that have started in the last 7 days? • Does anyone in the house still have a temperature? • Is anyone self-isolating? • Has anyone been discharged from hospital for COVID in the last 14 days? • Is anyone in the clinically vulnerable group?
by phone, before every home visit. This means:	
Practice Good Hygiene	<ul style="list-style-type: none"> • Wash hands before entering and existing (for at least 20 seconds with soap and water, or use hand sanitiser with a minimum of 60% alcohol) • Avoid touching your face, nose and eyes • Maintain social distancing • Clean surfaces frequently including door handles <i>etc</i>
This means:	
Sequence Home Visits	<ul style="list-style-type: none"> • visit vulnerable people before non-vulnerable people to limit infection spread. Clinically vulnerable (moderate risk) groups need to be particularly stringent in following social distancing measures
Prep Home Visit Bags	<ul style="list-style-type: none"> • Ensure these contain any necessary additional PPE, face coverings, sanitiser and waste bags
If no one in the home has COVID symptoms, is shielding or self-isolating, follow all general principles for infection control in the good hygiene section.	

- We thought about our Pre-Visit Checklist

Check Yourself	have you or anyone in your home had COVID symptoms in the last 7 days, still has a temperature, is self isolating or been discharged from hospital for COVID in the last 14 days?
Your Risk Assessment	make sure your individual risk assessment is up to date (reviewed every 20 working days)
Risk Assess the Home	24 - 48 hours before the visit, using the Public Health list of questions and casenote.it
Help the Family to Prepare	<ul style="list-style-type: none"> • send information sheets about social distancing and talk through what you all need to do when you meet • Check who will be present during the visit • Confirm the purpose of the visit and the work you'd like to do with the family during the visit • Check if 1 metre+ social distancing will be possible inside the home • Discuss an alternative venue if necessary/appropriate
this means:	
You can take a face mask for the parent/s to wear and offer this to them, although they are not obliged to wear it	

- We thought about different ways we might help to prevent infection spread before, during, and after face-to-face visits
- We practised what we learned by applying them to 3 different scenarios

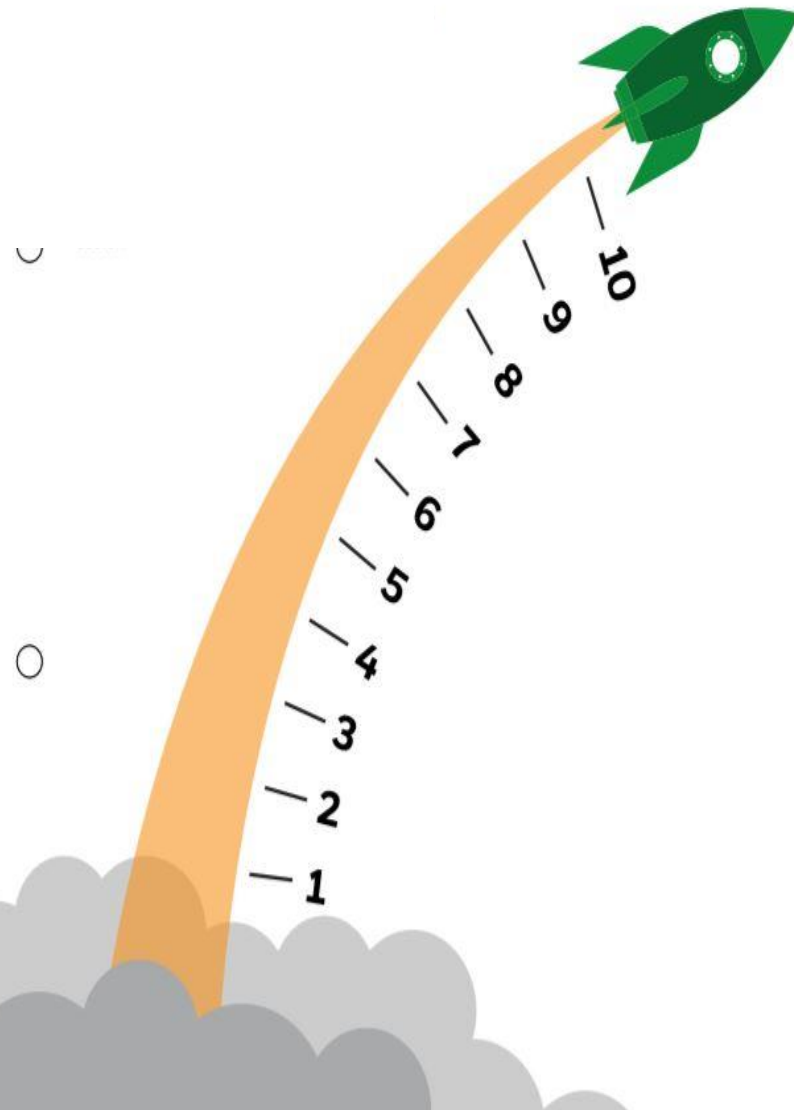


Quiz Time

- Can you name 3 points from the green slide about Public Health guidance on home visits?
- Can you name 3 points from the yellow slide about the pre-visit checklist?
- Can you describe at least 4 different ways you could help prevent infection spread before, during or after face-to-face visits?
- Put them in the chat box – its not a test!



Questions

An illustration of a green rocket launching upwards from a grey cloud. The rocket's orange trail is curved and contains a scale from 1 to 10, with tick marks and numbers. The rocket is positioned at the top of the scale, near the number 10.

On a scale of 1 to 10, how confident do I now feel about helping prevent infection spread when planning and doing a home visit?

(1 = not at all confident, 10 = extremely confident)

Think back to the start of this webinar, and the number you wanted to get to. Did you get to the number you wanted?

If not, what else would help you get to that number?

So Before You Do a Face-to-Face Visit...

- ✓ Send your letters to children, young people and parents and talk with them about visits
- ✓ Book an alternative venue if not meeting in the home
- ✓ Complete your pre-visit checklist
- ✓ Case note it
- ✓ Repeat for each family, before each visit

There is a simple flow chart for this on the Guidebook, plus extra guidance for the 'Day of the Visit' and 'Post Visit' (reflects what we've talked about during this session)

Other Supports in Place

- Allocated desk at 5PS
- Bubbles working in rotation – blended working weeks
- Staggering start and finish times to avoid peak hours
- Phased return to front line work
- Weekly online survey to let us know what's working for you and for families, and anything else you need
- Allocated clinical reflective group spaces
- Pack of hand sanitiser, wipes and washable facemask that will be sent out to your homes
- COVID guidebook
- Risk assessment tools
- Individual risk assessment with managers
- Weekly check-ins and monthly supervisions
- Support through the parking permit scheme and key worker bike scheme



Where can I find more information?

Public Health Home Visits Guidance

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-visits-guidance-and-procedures/#main>

Government Guidance for Working in Peoples Homes

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-visits-guidance-and-procedures/#main>

Individual Risk Assessments

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-visits-guidance-and-procedures/#main>

Flow Chart, Pre-Visit Checklist and Casenoting Procedure

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-visits-guidance-and-procedures/#main>

Day of the Visit Guidance and Post Visit Guidance

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-visits-guidance-and-procedures/#main>



Thank you for participating