



Richmond House is preparing for immediate action and contingency planning in the event of a widespread UK outbreak of the COVID-19 Virus.

What is COVID-19 (Coronavirus)?

Coronaviruses are a large family of viruses that are common across the world. These viruses can cause mild symptoms ranging from a fever and cough to more serious conditions such as severe pneumonia, shortness of breath and breathing difficulties.

In December 2019, a new strain of coronavirus (COVID-19) was first identified in Wuhan City, China. This virus has now spread to other countries. The UK Chief Medical Officers have declared the risk to the public to be moderate. But the risk to individuals remains low.

Facilities management staff contingency plans

On March 2020, Richmond House Leadership team update to all staff members, that immediate action had been taken to brief their staff:

- All managers have been briefed on the advice given by Public Health England with a specific request for any colleague who has returned from any of the named countries to be sent home for the period of incubation (10 days) and encouraged to seek medical attention.
- Communication of any such cases will be passed immediately to our customers for their own safety planning, and also to our own colleagues who may have come into contact with the individual.
- A watchful eye kept over teams to ensure that should anyone else start showing symptoms, they are also sent home and asked to seek medical advice.



Richmond House is following contingency plans:

- In the event of an outbreak in an area where there are Head office or support office locations, those colleagues showing symptoms will be sent home and everyone else advised to work from home
- Deep cleans across all affected sites – once completed any unaffected colleagues will be asked to return
- Training to be provided to all employee on the correct PPE that is required and the extra steps to take such as increased hand washing
- Review of cleaning spec within all client locations, extra time to be taken on touch points such as handles, doors, desks, ATMs, counters, hand rails, telephones, tables and chairs, taps, switches, sides/work surfaces.



1. Background and scope of guidance

This guidance will be providing advice to staff on:

- The novel coronavirus, COVID-19
- How to help prevent spread of all respiratory infections including COVID-19
- What to do if someone with suspected or confirmed to have COVID-19 has been in a workplace setting
- What advice to give to individuals who have travelled to specific areas, as outlined by the Chief Medical Officer
- Advice for the certification of absence from work resulting from Covid-19

2. Information about the virus

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020. The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

3. Signs and symptoms of COVID-19

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

The main symptoms of coronavirus are:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

These infections can cause more severe symptoms in people with weakened immune systems, older



people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

4. How COVID-19 is spread

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 metres or less) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person. Respiratory secretions produced when an infected person coughs or sneezes containing the virus are most likely to be the main means of transmission.

There are 2 main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs.
- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face) Our current understanding is that the virus doesn't live on surfaces for longer than 72 hours. There is currently little evidence that people who are without symptoms are infectious to others.

5. What to do if you have symptoms

If you have any of the main symptoms of coronavirus:

- Stay at home (self-isolate) – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.
- Get a test – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.

Anyone who has symptoms of coronavirus (COVID-19) can get a free test to check if they have the virus. Some people without symptoms can have the test too.

There is another test, the [antibody test to check if you've had coronavirus](#). This test is not widely available yet.



Information:

If you need medical advice about your symptoms:

- England: [NHS 111 online coronavirus service](#)
- Scotland: [NHS inform](#)
- Wales: [NHS Direct Wales](#)
- Northern Ireland: get advice from a GP or GP out-of-hours service

Who can get a test

You can get a test:

- For yourself, if you have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste)
- For someone you live with, if they have coronavirus symptoms
- For yourself, if you have been told to have a test before you go into hospital, for example, for surgery
- For yourself, if you live in Leicester, where there is a coronavirus outbreak

You can get 1 test for each person with symptoms or one for yourself if your hospital tells you that you need it. This service is for people in England, Scotland, Wales and Northern Ireland.

In England and Wales, you can get a test for a child who lives with you, whatever their age. In Scotland and Northern Ireland, you can only get a test for your child if they are aged 5 or over.

If you're applying for a test for someone else, and the person is aged 13 or over, check they're happy for you to get a test for them.

What the test involves

The test usually involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud.

You can do the swab yourself (if you are aged 12 or over) or someone can do it for you. Children aged 11 or under cannot do the swab themselves. Their parent or guardian will have to swab test them.



There are 2 ways of getting a test. You can:

- Book an appointment at a drive-through or walk-through test site
- Ask for a home test kit – this will be delivered to your home

If you get a home test kit, you will need to do the test and return the kit in the next 48 hours. You will be told how to do this.

When to apply for a test

You need to get the test done in the first 5 days of having symptoms.

If you do not have symptoms, you can only get a test if your hospital has told you to.

Do not wait

Apply for the test as soon as you have symptoms.

Explains what kind of test you can order on different days – up to day 6 of symptoms Days since symptoms started

What you can order

Days 1 to 4 Book a drive-through or walk-through test at a test site or order a home test kit.

Order the kit by 3pm on day 4 to make sure you can do the test in the first 5 days.

Day 5 Book a test at a test site. It's too late to order a home test kit.

Day 6 onwards It's too late for a test.

6. Preventing spread of infection

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus. Public Health England (PHE) and the Public Health Agency (PHA) recommends that the following general cold and flu precautions are taken to help prevent people from catching and spreading COVID-19:

- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not



available.

- Try to avoid close contact with people who are unwell
- Clean and disinfect frequently touched objects and surfaces
- Try to stay at least 2 metres (3 steps) away from anyone you do not live with (or anyone not in your support bubble)
- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Do not touch your eyes, nose or mouth if your hands are not clean

Face coverings

Wear something that covers your nose and mouth:

- on public transport;
- when you go to hospital appointments or visit someone in hospital;
- If you can, also wear a face covering in other places when it's hard to stay away from people, such as in shops.
- Face coverings should not be worn by children under 3 and people who would find wearing them difficult (such as people with breathing difficulties).

7. How long the virus can survive

How long any respiratory virus survives will depend on a number of factors, for example:

- What surface the virus is on
- Whether it is exposed to sunlight
- Differences in temperature and humidity
- Exposure to cleaning products



Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 72 hours.

Once similar viruses are transferred to hands, they survive for very short lengths of time. Regular cleaning of frequently touched hard surfaces and hands will, therefore, help to reduce the risk of infection. See hand washing guidance.

8. Guidance on facemasks

Facemasks are only recommended to be worn by symptomatic individuals (advised by a healthcare worker) to reduce the risk of transmitting the infection to other people. PHE and PHA recommend that the best way to reduce any risk of infection is good hygiene and avoiding direct or close contact (closer than 2 metres) with any potentially infected person.

Any member of staff who deals with members of the public from behind a full screen will be protected from airborne particles.

9. What to do if an employee or a member of the public becomes unwell and believe they have been exposed to COVID-19

If the person has not been to specified areas in the last 14 days, then normal daily activities should continue. If someone becomes unwell in the workplace and has travelled to China or other affected countries, the unwell person should be removed to an area which is at least 2 metres away from other people. If possible find a room or area where they can be isolated behind a closed door, such as a staff office. If it is possible to open a window, do so for ventilation.

The individual who is unwell should call their GP 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.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should 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 or pocket 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.

If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.

10. Returning from travel overseas to affected areas

When you arrive in the UK, you must travel directly to the place you are staying and not leave until 10 days have passed since you were last in a non-exempt country, territory or island. This is known as 'self-isolating'.

The 10-day period is counted from the day after you leave a non-exempt country, or territory or island. A non-exempt country, or territory or island is any country, or territory or island that is not on the [travel corridors list](#).

This is because it can take up to 10 days for coronavirus symptoms to appear. If you're travelling to the UK for less than 10 days, you will be expected to self-isolate for the length of your stay, but you can travel directly to your place of departure.

You may not have to self-isolate for 10 days if you arrive from a country, territory or island on the travel corridors list. You should check the list before you travel.

You will need to self-isolate if you have visited or made a transit stop in a country, territory or island that is not on the [travel corridors list](#) within the 10 days before you arrive in the UK. The period of time you will need to self-isolate will depend on when you visited or made a transit stop in a non-exempt country, territory or island.

You should follow separate advice if you need to self-isolate in:

- [Scotland](#)



- [Wales](#)
- [Northern Ireland](#)

Before you travel to the UK from anywhere outside the [Common Travel Area](#), you must provide your journey, contact details and the address where you will self-isolate. You will be able to [complete the public health passenger locator form](#) 48 hours before you arrive. You may be required to present these details on your arrival in England.

You may be refused permission to enter the UK (if you are not a British citizen), or fined if you do not provide your contact details or do not self-isolate when required to do so.

In England, if you do not self-isolate, you can receive a fixed penalty notice of £1,000 for a first offence, increasing to £2,000 for any second offence. Further repeat offences will attract penalties of £4,000 and then £10,000 for each repeat offence.

If you do not provide an accurate passenger locator form – or do not update your passenger locator form in the limited circumstances permitted where you need to move from the accommodation where you're self-isolating to another place to continue self-isolating – you can be fined up to £3,200.

From 15 December 2020 you will be able to take a COVID-19 test with a private test provider to see if you can end self-isolation early. Read more about the [Test to Release for international travel scheme](#).

11. What to do if a member of staff or the public with suspected COVID-19 has recently been in your workplace

Until the outcome of test results is known there is no action that the workplace needs to take.

12. What to do if a member of staff or the public with confirmed COVID-19 has recently been in your workplace

Closure of the workplace is not recommended. The management team of the office or workplace will be contacted by the PHA local Health Protection Team to discuss the case, identify people who have



been in contact with them and advise on any actions or precautions that should be taken.

Advice on cleaning of communal areas such as offices or toilets will be given by the local Health Protection Team.

13. When individuals in the workplace have had contact with a confirmed case of COVID-19

If you have COVID-19 you can infect other people from 2 days before your symptoms start, and for up to 10 days after. You can pass on the infection to others, even if you have mild symptoms or no symptoms at all.

If you have COVID-19 you should stay at home and avoid contact with other people. You should also follow this advice If you have a positive LFD test result, even if you do not have any symptoms.

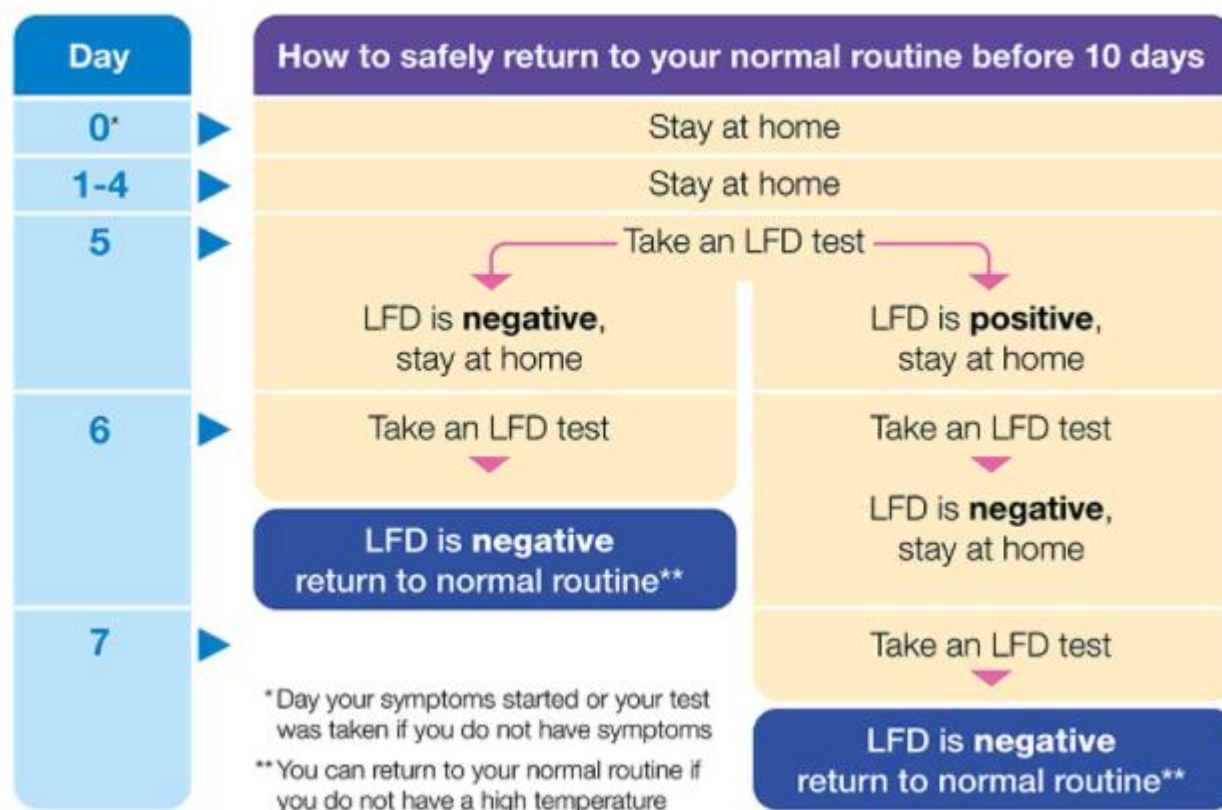
You should:

- not attend work. If you are unable to work from home, you should talk to your employer about options available to you. You may be eligible for [Statutory Sick Pay](#)
- ask friends, family, neighbours or [volunteers](#) to get food and other essentials for you
- not invite social visitors into your home, including friends and family
- postpone all non-essential services and repairs that require a home visit
- cancel routine medical and dental appointments. If you are concerned about your health or you have been asked to attend an appointment in person during this time, discuss this with your medical contact and let them know about your symptoms or your test result
- if you can, let people who you have been in close contact with know about your positive test result so that they can follow this guidance

Many people will no longer be infectious to others after 5 days. You may choose to take an LFD test from 5 days after your symptoms started (or the day your test was taken if you did not have symptoms) followed by another LFD test the next day. If both these test results are negative, and you do not have a high temperature, the risk that you are still infectious is much lower and you can safely return to your normal routine. [Report your LFD test results](#) after taking each test.



How to safely return to your normal routine before 10 days



If your day 5 LFD test result is positive, you can continue taking LFD tests until you receive 2 consecutive negative test results.

Children and young people with COVID-19 should not attend their education setting while they are infectious. They should take an LFD test from 5 days after their symptoms started (or the day their test was taken if they did not have symptoms) followed by another one the next day. If both these tests results are negative, they should return to their educational setting if they normally attend one, as long as they feel well enough to do so and do not have a temperature. They should follow the guidance for their educational setting.

Avoid meeting people at higher risk of becoming seriously unwell from COVID-19, especially those with a severely weakened immune system, for the 10 days after your symptoms started (or the day your test was taken if you did not have symptoms).

While you are infectious there is a high risk of passing on COVID-19 to others in your household. These are simple things you can do to help prevent the spread:



- keep your distance from other people you live with and spend as little time as possible in shared areas such as kitchens and living rooms. This is particularly important if someone you live with is unvaccinated or at higher risk of becoming seriously unwell from COVID-19, especially those with a [severely weakened immune system](#)
- if you need to spend time in shared areas wear a well-fitting [face covering](#) made with multiple layers or a surgical face mask. Ventilate the room by opening windows and leaving them open for at least 10 minutes after you have left the room. Leave extractor fans running for longer than usual with the door closed after use
- cover your mouth and nose with disposable tissues when you cough or sneeze. Dispose of tissues into a rubbish bag and immediately wash your hands or use hand sanitiser
- wash your hands frequently with soap and water for 20 seconds or use hand sanitiser after coughing, sneezing and blowing your nose and before you eat or handle food. Avoid touching your face
- if you can, use a separate bathroom from the rest of the household. If this is not possible try and use the bathroom after everyone else
- regularly clean frequently touched surfaces, such as door handles and remote controls, and shared areas such as kitchens and bathrooms

[GermDefence](#) is a useful website that can help you identify ways to protect yourself and others in your household from COVID-19. It provides scientifically proven advice on reducing the risks from COVID-19 and other viruses in your home.

14. Handling post, packages or food from affected areas

All staff should continue to follow existing risk assessments and safe systems of work. There is no perceived increase in risk for handling post or freight from specified areas.

15. Cleaning offices and public spaces where there are suspected or confirmed cases of COVID-19

Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- All surfaces and objects which are visibly contaminated with body fluids
- All potentially contaminated high-contact areas such as toilets, door handles, telephones Public areas where a symptomatic individual has passed through, and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.



If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.

16. Coronavirus in children

Children can get coronavirus (COVID-19), but they seem to get it less often than adults and it's usually less serious.

Symptoms of coronavirus in children

The main symptoms of coronavirus are:

- A high temperature
- A new, continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss or change to sense of smell or taste – this means they cannot smell or taste anything, or things smell or taste different to normal

What to do if your child has symptoms

If your child has any of the main symptoms of coronavirus:

1. **Stay at home (self-isolate)** – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.
2. **Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.

Get advice from NHS 111 if you're worried about your child or not sure what to do.

- For children aged 5 or over – use the [NHS 111 online coronavirus service](#).
- For children under 5 – call 111.

What to do if your child seems very unwell

Children and babies will still get illnesses that can make them very unwell quickly. It's important to get medical help if you need it.



Urgent advice: Call 111 or your GP surgery if your child:

- is under 3 months old and has a temperature of 38C or higher, or you think they have a fever
- is 3 to 6 months old and has a temperature of 39C or higher, or you think they have a fever
- has other signs of illness, such as a rash, as well as a high temperature (fever)
- has a high temperature that's lasted for 5 days or more
- does not want to eat, or is not their usual self and you're worried
- has a high temperature that does not come down with paracetamol
- is dehydrated – for example, nappies are not very wet, sunken eyes, and no tears when they're crying

Immediate action required:

Call 999 if your child:

- has a stiff neck
- has a rash that does not fade when you press a glass against it ([use the "glass test" from Meningitis Now](#))
- is bothered by light
- has a seizure or fit for the first time (they cannot stop shaking)
- has unusually cold hands and feet
- has pale, blotchy, blue or grey skin
- has a weak, high-pitched cry that's not like their usual cry
- is drowsy and hard to wake
- is extremely agitated (does not stop crying) or is confused
- finds it hard to breathe and sucks their stomach in under their ribs
- has a soft spot on their head that curves outwards
- is not responding like they usually do, or not interested in feeding or usual activities

17. Rubbish disposal, including tissues

All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a



second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste. Should the individual test positive, you will be instructed what to do with the waste.

18. Covid-19 Test and Vaccination

Following the Government guideline, and as a healthcare frontline staff looking after vulnerable adults, young people, and children. We have to introduce the weekly testing for COVID-19; part of our safety measurement at all times to control the infection spread.

Care staff has access to a COVID-19 test kits, which are available at some of the service user's address and Richmond House Placement Hubs, as part of the Covid-19 procedure to be done once every week for all colleagues.

For the test registration, use the **Coronavirus Unique Organisation Number UON 41430026**. For more details, see the information provided in the kit.

To register our staff on the NHS vaccination list, you will be required to send us some details of yourself.

- Title
- Given Name
- Family Name
- Date of Birth
- NHS Number
- Contact Number and Email address if possible

We require all colleagues' health consent to share this information for vaccination coordination purpose only with the Clinical Commissioning Group (CCG) - NHS, who will, in turn, be in touch with you individually to arrange your vaccine appointment. Any information provided will be used for the vaccination programme only.



Richmond House Social Care Services

For People who do carry out the test in another work places, they need to provide details of their test results on a weekly basis, and to forward a copy of the results to the following email address for evidence Admin@rhscs.org.uk

Guidance adapted from Public Health England. Last updated 21/03/2022