



LONDON HOMES
SINCE 1926

COVID-19 Management Plan

Approver	Executive Management Team
Plan	COVID-19 Management Plan
Document Date	22 October 2020 (Version 10)
Document owner	Director of People
Related Documents	Infection Control Policy Business Continuity Planning
Location of Hard Copy	People Team

Signed:

Chief Executive:

Julia Ashley

On Behalf of the Board of Management

What Has Changed Since Version 9:

- 5.2.9 Weekly colleague testing in Care Homes
- 5.4.4 Monthly COVID-19 testing for Care Home residents
- 5.2.22 The responsibility of colleagues to exercise caution regarding COVID-19
- 5.2.23 COVID-19 precautions for colleagues in Care Homes

1. AIM

- 1.1. The COVID-19 Management Plan (The Plan) sets out what the C&C Group (C&C) is doing to maintain services through the disruption caused by a potential or actual COVID-19 outbreak in one of C&Cs services or office. The Plan is a framework for the management and control of the situation and ongoing review of C&Cs response
- 1.2. The Plan aims to protect service continuity and the health and wellbeing of C&Cs workers, suppliers, residents and visitors to its schemes, homes and office. It identifies, assesses and balances a number of risks to ensure that essential services are maintained

2. SCOPE

- 2.1. The Plan applies to all employees, volunteers and Board, Committee and Panel members. It also applies to those employed by agencies under agreements with C&C. All of these will be referred to as 'Workers' in The Plan
- 2.2. Failure by any Worker to correctly follow The Plan may lead to disciplinary action being taken against them. Any disciplinary action will be dealt with in accordance with the Disciplinary Policy

3. RESPONSIBILITIES

- 3.1. C&Cs Executive Management Team (EMT) is responsible for ensuring that C&C is fully prepared for the threat of a COVID-19 outbreak and the impact this has on C&C services
- 3.2. The EMT will review progress in the implementation of The Plan in its weekly meetings and with key Heads of Service every fortnight or more frequently as required by new information being available.
- 3.3. The Business Continuity Team (BCT) and Managers will ensure delivery of The Plan.
- 3.4. Workers will ensure that the Plan is followed and updates to The Plan are acted upon.
- 3.5. The People Team will
 - 3.5.1. Ensure adequate staffing levels including adjusting planned annual leave, sourcing emergency cover for front line services and planning ahead with Disclosure & Barring Services for planned emergency staffing
 - 3.5.2. Implement policies to manage the financial impact of colleagues affected by the outbreak
 - 3.5.3. Support colleagues to confidentially self-identify specific vulnerabilities and work with operational managers to agree alternative work plans for the duration of any period where they may be at risk
 - 3.5.4. Provide regular updates to colleagues on The Plan and any subsequent changes to The Plan
 - 3.5.5. Initiate the People Team Business Continuity Plan (BCP) as required

3.6. Operational Managers will

- 3.6.1 Provide regular updates to Workers, residents, relatives, visitors and other local stakeholders on The Plan and any subsequent changes to The Plan
- 3.6.2 Implement infection control procedures, including an enhanced cleaning regimes
- 3.6.3 Undertake individual risk assessments of each colleague for whom they are responsible and determine any mitigation action that would be taken should circumstances arise where individual risk levels become excessive
- 3.6.4 Ensure all visitors to homes, schemes and offices are inducted to C&Cs infection control procedures, including washing hands prior to entry to C&Cs premises
- 3.6.5 Manage compliance with the working time directive for Workers and ensure Worker welfare during any period of increased working hours
- 3.6.6 Review the BCPs of key suppliers and contractors and ensure that these are adequate to manage local risks
- 3.6.7 Initiate the home, scheme, and / or office BCP as required
- 3.6.8 Liaise with Public Health England (PHE) during any outbreak and act upon the advice / action plan provided
- 3.6.9 Inform the EMT of any outbreak or other potential or actual change in risk

3.7. The I.T. Team will

- 3.7.1. Ensure Workers are supported to work remotely
- 3.7.2. Ensure that urgent communications are displayed on IT equipment, and Reception Tablets
- 3.7.3. Review BCPs of key suppliers and contractors and ensure that they are adequate to manage any risks
- 3.7.4. Initiate the I.T. Team BCP as required
- 3.7.5 Inform the EMT of any outbreak or other potential or actual change in risk

3.8. The Finance Team will

- 3.8.1. Ensure that emergency funds are available if required
- 3.8.2. Claim local or central Government financial supports where available in coordination with operational managers
- 3.8.3. Initiate the Finance Team BCP as required
- 3.8.3 Inform the EMT of any outbreak or other potential or actual change in risk
- 3.8.4 Maintain records and monitor the financial impact of COVID-19

- 3.9. The Marketing & Engagement Team will
- 3.9.1. Update the C&C website with stakeholder information
 - 3.9.2. Provide relevant communication and marketing materials to stakeholders through printed and digital channels, including supporting all-employee briefings
 - 3.9.3. Update scheme screens with important communications
 - 3.9.4. Provide press releases as required
 - 3.9.5. Initiate the Marketing & Engagement Team BCP as required
 - 3.9.6. Inform the EMT of any outbreak or other potential or actual change in risk

4. BACKGROUND

- 4.1. The confirmed cases of COVID-19 are rising daily in the UK. As of 22nd October 2020, 789,000 cases had been confirmed. The Government and Public Health England have made it clear that they are dealing with a global pandemic.
- 4.2. On 12 May 2020, the UK government released its COVID-19 Recovery Strategy – which was updated on 24 July 2020 - and is publishing a daily COVID-19 dashboard. The Plan draws from current government guidance and will be updated as necessary.
- 4.3. The Government has introduced a tiering system for the management of COVID-19. Currently London is Tier 2. That means that people can only meet indoors with members of their own household and meet outdoors with a maximum of six people.
- 4.4. COVID-19 is still a relatively new disease and as such little is known about its effects and how it may progress. It appears that young people are less severely affected and that people over 60 and those with compromised immune systems and respiratory problems may be at greater risk. There is evidence that males are at more risk than females and BAME people at greater risk than white people but it is older age - far more than anything else - that is the major risk factor. Whilst the great majority of those infected will only have mild to medium symptoms, a small group will experience more extreme symptoms and may be at risk of complications such as pneumonia.
- 4.5. The virus appears to be transmitted as a result of contact with droplets from an infected individual. Medical advice is to avoid being within 2 metres of an infected person or within 1 metre if taking extra precautions (the 'one metre plus' rule). It is also possible that the virus can be transmitted by touching infected droplets with hands and then passing the disease to the mouth, nose or eyes. Whether or not the virus can be caught through airborne transmission is still unclear.

5. THE PLAN

- 5.1. C&C provides vital services to a wide range of people, including those who are significantly vulnerable and / or frail. It is vital that those services continue and that those providing and receiving services are protected from harm.
- 5.2 Colleague welfare and maintaining essential staffing levels across all services
- 5.2.1 C&C requires that, where workers are involved in essential work that involves their attendance at a scheme or home, they continue to attend their usual workplace and

maintain services at all times. Exceptions will be made in the following circumstances:

- 5.2.1.1 Where the Worker is in a period of self-quarantine for actual or suspected COVID-19 or due to having been in direct contact or living in a family home with someone that has the disease, including those that have been contacted by the NHS Test and Trace service and advised to self-quarantine. Self-quarantining should be undertaken – according to Government guidelines - for 14 days or for 10 days after first noticing symptoms of COVID-19;
- 5.2.1.2 Where an assessment of the risk profile of the individual has indicated that they should be treated as a special case – for example where there are current COVID-19 cases within their work-place and they are assessed as being especially vulnerable;
- 5.2.1.3 Where the People Team has agreed alternative temporary working arrangements for Workers who have self-declared that they are at particular risk should they become infected;
- 5.2.1.4 Where the Worker has childcare or other caring responsibilities and is unable to attend work, e.g. due to unscheduled school closures. In this instance, the People Team will agree alternative temporary arrangements including working from home where possible or unpaid emergency leave
- 5.2.2 Any worker that does not have to be in attendance is required to work from home. The Company will maintain regular communication with home workers and provide practical guidance on staying safe and well, including maintaining mental health.
- 5.2.3 C&C will pay Company sick pay from day 1 if COVID-19 is suspected or if people are ill and unable to work, including to those people who do not have a contractual right to Company sick pay subject to a management assessment. Examples include people who have exhausted their normal sick pay rights or who are on probation. This includes where people are self-isolating for 10 or 14 days, according to Government recommendations, but where it is not possible for them to work from home. People that are self-isolating but continue to work from home will not be considered to be sick but to be in an arrangement to work from home.
- 5.2.4 To ensure minimum safe staffing levels of service, C&C will until further notice lift caps on Care, Housing and C&C Direct worker overtime as long as the Worker has opted out of the Working Time Directive maximum 48-hour week regulations, and the relevant manager has undertaken a risk assessment of the Workers fitness for work and agreed that the Worker is fit.
- 5.2.5 All C&C colleagues will receive infection control advice on entry to a C&C scheme or home and be required to:
 - 5.2.5.1 Confirm that they do not have any symptoms of COVID-19
 - 5.2.5.2 Confirm that they have read and understood the COVID-19 guidance in force at the time
 - 5.2.5.3 Wipe down the signing-in tablet with an anti-viral wipe
 - 5.2.5.4 Wash their hands before proceeding with their visit.
 - 5.2.5.5 If in a Care Home, undergo a temperature check and change into clothing only to be used for that shift.

- 5.2.6 All workers will be supplied with personal protective equipment relative to their role and have access to handwashing facilities
- 5.2.7 Colleagues will be kept fully informed of current Government and NHS recommendations and will be provided with suitable cleaning materials and Personal Protective Equipment (PPE) in line with those recommendations.
- 5.2.8 In the event that any member of staff starts to show signs or has symptoms that may indicate the onset of COVID-19 they must immediately cease work and inform their manager who will arrange for them to go home safely and self-isolate. If they have symptoms before coming to work they should inform their manager and not come to work.
- 5.2.9 Care Home colleagues have weekly testing arranged through the Home in which they work and are required to take the tests where they are arranged. This will be coordinated directly by the Home management, either involving travel to a testing centre or a self-administered test. The Home may arrange testing for people that are not currently showing symptoms in order to proactively reduce risk to the care home residents. This is in line with the Government policy to provide testing for all colleagues and residents within care homes.
- 5.2.10 Testing can also be arranged via their line management for other employees that do not work in care homes but work directly with residents if they are showing symptoms of COVID-19 or if testing is deemed appropriate for the safety of residents or colleagues.
- 5.2.11 Ill or self-isolating colleagues will be expected to return to work as soon as they are well or have a negative test for COVID-19. In general we expect people to self-isolate for 10 days from first noticing symptoms and no colleague should return to work until after 10 days have elapsed after the first symptoms. Anyone returning to a workplace after a significant period away, for whatever reason, will be required to complete an updated individual risk assessment with their manager. C&C reserves the right to re-allocate individuals to other workplaces, within reason, in order to manage risks identified in an individual Worker risk assessment.
- 5.2.12 If a specific piece of work that a colleague is about to undertake is likely to bring them into contact with someone that has, or is reasonably suspected of having (e.g. is currently self-isolating), COVID-19 they should discuss with their line manager - and if appropriate HR - and undertake a risk and mitigation assessment based on the specific circumstances if one has not already been undertaken.
- 5.2.13 In line with advice from the NHS and local authorities, we do not automatically consider contact with someone that has COVID-19 should result in self-isolation. Any colleague that has been in contact with someone known to have COVID-19 should alert their line manager to assess the potential risk.
- 5.2.14 Any colleague that also works for another organisation, including both voluntary and paid work, should discuss with their line manager the nature of that work and undertake a risk assessment. It is crucial that we do not increase risk to our residents through potential transmission of the COVID-19 virus from other high-risk locations. Should the colleague have not previously declared this additional work or employment, no action will be taken against the colleague for that omission providing they declare it immediately so that a proper risk assessment can be made.

- 5.2.15 All non-essential face to face meetings will now be cancelled unless they can be safely managed in an outdoor space or with other COVID-19 safe working mitigations. Meetings will take place via Skype for Business/Microsoft Teams/Conference call, via teleconference or Skype instead.
- 5.2.16 The Company recognises that the COVID-19 crisis brings a range of issues and concerns. For example, many people may be affected by bereavement – either of a friend or family member or of residents that they care for. As well as the normal line management support, the Company maintains an Employee Assistance Programme (EAP) that is highly prepared to offer practical and emotional support during such circumstances. Regular reminders of how to access the EAP are being provided through Company communications. You can also request support in accessing EAP from the People Department. In addition colleagues can access free bereavement counselling from Cruse Bereavement Care, details of which are available from the People Department
- 5.2.17 The NHS is operating a ‘Test, Track and Trace’ initiative. People who have been in contact with others who test positive for COVID-19 will be contacted and required to self-isolate for 14 days. They will not be allowed to leave their home for any reason at all. Others that live with them or that are within their ‘Support Bubble’ also need to self-isolate until the person traced has received a negative test result.
- 5.2.18 Any colleague that is contacted as a part of this initiative should inform their manager and isolate immediately. If they have a positive COVID-19 test they should self-isolate for a minimum of 10 days from the date of the test and immediately inform their manager and if they have a negative test self-isolate for 14 days from being traced. If they have a negative test and are being contacted due to their work in a Care Home they may be able to return to work when medically fit to do so and should follow instructions given to them by the local Health Protection team.
- 5.2.19 It is not necessarily the case that where a colleague tests positive for COVID-19 all other colleagues working with them will be asked to self-isolate. This will depend upon whether suitable PPE was being worn in the work-place.
- 5.2.20 COVID-19 workplace risk assessments have been undertaken in all Schemes, Care Homes and Central Office to ensure significant risks are understood and mitigation actions taken. These are provided to everyone working at each location and colleagues should take responsibility to ensure they are fully aware of the risk mitigation strategies that apply in their workplace. In addition C&C is undertaking individual risk assessments with every front-line worker. These assessments are designed to check whether individuals are especially at risk from COVID-19 and – if so – allow the relevant manager to take appropriate actions. For example moving a vulnerable colleague to a different work location should their primary work location experience an outbreak of COVID-19.
- 5.2.21 Colleagues that travel overseas are currently required to self-isolate for 14 days upon their return to the UK unless they only travel to exempt countries. Anyone planning to travel overseas should take this into account. Colleagues that currently work from home should be able to return to working immediately despite the self-isolation. Those colleagues that are not currently working from home should take into account the requirements for self-isolation when making travel arrangements, including booking sufficient vacation if they will be required to self-isolate. In circumstances where a colleague is overseas in an exempt country that then loses

its exemption – and are therefore unexpectedly required to self-isolate – they should contact their manager as soon as possible in order to make suitable arrangements. For example, it may be possible to arrange short-term working from home, to take additional annual leave or to agree a plan to make up any working time lost at a later point.

- 5.2.22 All colleagues have a responsibility to maintain and protect the health and safety of themselves, their colleagues and our residents. Colleagues are asked to ensure they adhere to social distancing and PPE rules both when in their place of work and in all other aspects of their life. Those people working from C&C premises, including Care Homes, Housing Schemes and offices, are asked to use every precaution in their travel to and from work and should they leave the premises during the day such as during their lunch break.
- 5.2.23 Where possible C&C encourages colleagues to take their work time breaks within their work premises, including staff rooms or gardens where available, to minimise the potential for catching and spreading COVID-19. Specifically within Care Homes, colleagues taking work breaks outside of the Home will be required to adhere strictly to the Infection Control procedures. This will involve changing out of their work clothing, washing their hands, wearing face masks and maintaining social distancing. Upon re-entering the Home they will be required to wash their hands, change back into their work clothing, put on a new mask and have their temperature checked before starting work. Any unreasonable refusal to follow these infection control guidelines would place residents and colleagues at risk and may be considered a disciplinary matter.

5.3 Resident Welfare in Housing

- 5.3.1 Information and advice will be made available to residents via personal letters, tablets, scheme screens, notice boards, social media and the C&C website. This advice will follow government guidance in place at the time.
- 5.3.2 Residents are no longer required to isolate themselves completely from others and can shop, take exercise and spend time outdoors whilst socially distancing.
- 5.3.2.1 Residents can meet in groups of up to six people but only outdoors. Indoors they can only meet with people from the same household or with a 'support bubble' they have formed with one other household.
- 5.3.2.2 This change does not affect the support they receive from carers.
- 5.3.2.3 Residents who have been able to form a support bubble (i.e. those in single adult households) can continue to have close contact as if they live with the other people in the bubble but should not change who they have formed a support bubble with.
- 5.3.2.4 Residents can stay overnight away from home but only with their own household or support bubble.
- 5.3.3 Residents who are concerned that they may be infected must remain in their flat / home. If they have significant concerns – for example have underlying health problems or are over 70 – experience extreme symptoms or they do not get better after 7 days they should dial 111 or go to the [111 NHS COVID-19](#) online service for advice. Residents can also speak to scheme staff via their alarm service, or by phoning the C&C Service Hub 020 7922 5300. Public Health England will advise on the course of action. Residents can request a test for COVID-19 within the first five

days of showing symptoms, using the [Coronavirus Test Portal](#). C&C staff can provide guidance and support to arrange testing.

- 5.3.4 Residents may pass through but must not use or congregate in any indoor or outdoor area other than according to the current Government stipulations as detailed at 5.3.2.1 above. Any resident that is concerned about their own or any other residents' welfare can contact their scheme staff or Service Hub to seek help, including if necessary support with essential supplies e.g. milk, bread etc. Residents who are concerned for their health can use the 111 service above or telephone their own GP, including concerns about supplies of medication.
- 5.3.5 If residents do not act in accordance with guidelines that they should not congregate or meet with more than one household from outside their immediate household, C&C staff may advise them as to what is required. In the event that they continually ignore Government guidelines this will become a Police matter.
- 5.3.6 Any resident that is confirmed as having COVID-19 must immediately inform a member of C&C staff, who in turn must let their manager know straight away and the manager must inform a BCT representative. This will allow C&C to track cases and maintain careful control where are known infections.
- 5.3.7 Those residents that previously received a letter asking them to 'shield' themselves from social contact – due to being in a high-risk category – are currently no longer recommended to do so.
- 5.3.8 Contractors may require access to flats and homes to complete compliance checks as well as urgent repairs. They may also now start work in communal areas whilst following social distancing rules and wearing appropriate PPE. All C&C contractor visits are to be kept to an absolute minimum, the contractors will receive infection control advice on entry to a C&C scheme and be required to
 - 5.3.8.1 Confirm that they do not have any symptoms of COVID-19
 - 5.3.8.2 Confirm that they have read and understood the COVID-19 guidance in force at the time
 - 5.3.8.3 Wipe down the signing-in tablet with an anti-viral wipe, or preferably allow a member of staff to sign in on their behalf
 - 5.3.8.4 Wash their hands before proceeding with their visit.
- 5.3.9 Although additional weekend cleaning has been arranged, C&C schemes are not manned throughout weekends and evenings and residents in schemes will be encouraged to take their own actions for managing cleanliness of key areas such as door entry buttons, lift buttons and door handles
- 5.3.10 Resident activities at schemes will be suspended and gatherings of residents forbidden, other than meeting their own household indoors or six people from different households outdoors whilst socially distancing.

5.4 Resident Welfare in Care

- 5.4.1 C&C will maintain essential care services for residents including those who have contracted the virus and are quarantined. All residents in C&C's care homes require varying levels of assistance with personal care, eating and daily living.

- 5.4.2 Information and advice will be made available to residents, families and friends via email, tablets, scheme screens, notice boards, social media and the C&C website. This advice will follow the government guidance at the time.
- 5.4.3 Unfortunately care homes can no longer allow any visits from friends or family members but will give every assistance to help with online communications and video calling. Visitors will not be allowed into the Home unless for end of life visits, safety compliance or emergency repairs when arrangements can be made with the Home Managers who will undertake risk assessments. Visitors will be required to:
 - 5.4.3.1 Call ahead to agree a time for their visit
 - 5.4.3.2 Confirm that they do not have any symptoms of COVID-19
 - 5.4.3.3 Agree that they have read and understood the COVID-19 guidance in force at the time
 - 5.4.3.4 Wash their hands before proceeding with their visit.
 - 5.4.3.5 Wear appropriate PPE as directed by the Care Home Manager
- 5.4.4 Residents will be tested on a monthly basis for COVID-19 infection. Any resident that shows symptoms of COVID-19 will be quarantined in their room and full infection control procedures put in place, including the use of suitable Personal Protective Equipment for staff according to current NHS guidelines. In addition to usual infection control procedures, residents may be asked to wear a face mask during the provision of personal care to protect care givers. The home manager will seek advice from Public Health England and will follow any recommended action plan fully. They will immediately undertake an additional test for any resident showing signs of COVID-19, assisting the resident to perform the nasal and throat swabs or undertake the swab for them. They will also inform the Director of Care who will inform a representative of the BCT so that C&C can track cases and maintain careful control over where there are known infections.
- 5.4.5 Homes will only continue to accept new residents if they have a negative COVID 19 result from a test carried out no more than three days before being admitted. All potential new residents should self-isolate from the point of the test, where possible, until the result is known and will not be accepted into the Home until the negative test has been received. In addition, all new residents will be required to have a further Covid 19 lab test and enter isolation for 14 days upon on admission, regardless of negative result or if they have been isolating before admission. The above admission statement also applies to all re-admissions of residents who have been admitted to hospital from our care homes.
- 5.4.6 During an outbreak involving any confirmed or clinically suspected cases of COVID-19 in a home (staff or resident):
 - 5.4.6.1 Access to a home will be controlled and no visitors allowed with the exception of authorised Workers
 - 5.4.6.2 The home will not accept any new referrals until given the all-clear by Public Health England
 - 5.4.6.3 Enhanced deep cleaning will be put in place

- 5.4.6.4 The outbreak can be declared over once no new cases have occurred in the 28 days since the onset of symptoms in the most recent case, which is twice the incubation period.
- 5.4.7 To maintain robustness, each care home will hold three days' worth of frozen food stocks at all times.
- 5.4.8 C& C Contractors will be able to work within Care Homes but only where absolutely necessary and will:
 - 5.4.8.1 Call ahead to agree a time for their visit
 - 5.4.8.2 Receive infection control advice on entry
 - 5.4.8.3 Confirm that they do not have any symptoms of COVID-19
 - 5.4.8.4 Agree that they have read and understood the COVID-19 guidance in force at the time
 - 5.4.8.5 Wash their hands before proceeding with their visit
 - 5.4.8.6 Wear appropriate PPE as directed by the Care Home Manager
- 5.5 C&Cs Repairs Service and Street Property Managers
 - 5.5.1 It is essential that C&C maintains as a minimum its emergency repairs service and compliance checks (for example fire, water, gas, lifts, asbestos and electricity compliance) through any potential COVID-19 outbreak. The safety of property, workers, residents and visitors is C&Cs main priority and the best way to keep everyone safe is by limiting the number of times workers enter the homes of residents. It is possible that an emergency repair or compliance check may be needed in a flat or home where a resident has been quarantined.
 - 5.5.2 In order to maintain safe services, C&C will:
 - 5.5.2.1 Prioritise emergency repairs and, wherever necessary, postpone non-emergency repairs until the risk of infection has reduced
 - 5.5.2.2 Ask residents to confirm the level of risk to the repairs operative ahead of the visit and/or at the point of entry, i.e. if the resident has had any symptoms of the infection. In the event that the resident has signs or symptoms, the operative will undertake a risk analysis with their manager before proceeding with any work. They may cancel or delay any non-emergency work.
 - 5.5.2.3 Maintain a database of those residents who are self-isolating, due either to suspected COVID-19 or symptoms. This information will be provided to the C&C repairs services and contractors on a need-to-know basis.
 - 5.5.2.4 Ask residents to allow access to handwashing facilities on entry to the property and as required throughout the repair service
 - 5.5.2.5 Require workmen to wear PPE when appropriate, such as eye protection and masks, and clean the area they are working in before and after their work
 - 5.5.2.6 Ask quarantined or particularly at risk residents to wear a face mask (which will be provided) and move to a place at least 2 metres away from the site of the repair, to protect themselves and the repairs operative
- 5.6 Central Office Services and Staff

- 5.6.1 The Central Office (CO) is operating on a skeleton staff until further notice and will not operate a reception function. It is not accepting external visitors and will only accept contractors by prior arrangement.
- 5.6.2 People with a clear reason to do so can work from CO providing they have prior agreement from their manager, but in general C&C continues to encourage everyone that can do so to work from home. Anyone wishing to come into CO is required to inform the Service Hub Manager at least one day in advance to ensure social distancing is maintained. A Floor Diary is available on Outlook and anyone working in CO should pre-book space using the diary for their floor (for example *1st Floor Space 2*) to help ensure sufficient social distancing. A copy of the COVID-19 Risk Assessment for Central Office will be made available by the Service Hub Manager. In addition an Individual Risk Assessment for COVID-19 must have been completed by the relevant line manager with the person wishing to come into CO. Anyone working in CO is required to sign in using the tablet at the reception area and to observe strict social distancing throughout the entire time they are in the office. The Service Hub Manager will provide guidelines for safe working when inside CO, ensure hand sanitiser is available and assist in keeping work-stations and other surfaces clean. The guidelines will be reviewed should numbers of people coming into CO rise above 10 per day.
- 5.6.3 Additional infection control measures are being taken in CO. Cleaning materials will be made available to anyone working in CO and they will be expected to clean their work-station before and after use. Communal areas are being cleaned regularly during the day including entry pads and door handles. Colleagues are advised to minimise the use of the kitchens and to clean kitchens, toilets and any other facilities before and after use. Communal areas remain out of use.
- 5.6.4 All CO Workers who are working from home must be contactable by phone and email and are expected to work a full day for each working day. They are required to undertake a risk assessment for their home working environment and to renew their online training on the use of Display Screen Equipment.
- 5.6.5 People working from home are responsible for ensuring the way in which they work is not putting their health at risk and is suitable in the medium to long term, for example involving an appropriate seating position with leg and arm support. They should request any additional equipment they require to maintain a safe and healthy work location through their line manager, directly from IT, by contacting anyone in the People Department or by writing to covidrequests@ccht.org.uk.

5.7 Financial Impact of The Plan

- 5.7.1 The budget cap on spend will be lifted for the budget areas
- 5.7.1.1 Infection Control
 - 5.7.1.2 Cleaning Materials
 - 5.7.1.3 Resident Welfare
- 5.7.2 Budget holders must report any overspends to the finance team at the earliest opportunity

6. **REVIEWING THE PLAN**

- 6.1 The Plan will be reviewed by the EMT and key Heads of Service on at least a weekly basis, including delivery of the associated action plans. The review period will be brought forward as new information becomes available and review meetings will take priority over all other non-essential meetings.
- 6.2 Each time The Plan is reviewed, an updated copy will be posted to C&Cs website. Workers, residents, relatives and other stakeholders will be kept informed of Changes to the Plan via social media, reception tablets and scheme screens
- 6.3 The BCT will also keep The Plan under review and feed through any operational issues, ideas and suggestions that will maintain the effectiveness of the Plan
- 6.4 The C&C Board will be kept updated with changes in levels of risk, all progress made with The Plan and any changes to The Plan