COVID-19 outbreak control and management in

residential settings such as homelessness accommodation and refuges in Barnet

Contents

1. Introduction

- Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.
- Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

- The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. You can also become infected by touching a contaminated surface and then touching your eyes, nose or mouth before washing your hands. (World Health Organisation)

- All secretions (except sweat) and excretions, including diarrhoeal stools from people with known or possible COVID-19, should be regarded as potentially infectious.

2. Relevant Guidance

This document should be used in conjunction with relevant government guidance. This includes:

Key guidance for homelessness settings:

- [COVID-19: guidance for commissioners and providers of hostel services for people experiencing homelessness and rough sleeping](#)

- [COVID-19: provision of night shelters](#)

Key guidance for domestic abuse settings:

- [COVID-19: guidance for domestic abuse safe accommodation provision](#)

Related government guidance:

- [COVID-19: Cleaning in non-healthcare settings](#)
- [COVID-19: Stay at home guidance](#)
- [COVID-19: Personal Protective Equipment (PPE)](#)
- [COVID-19: Guidance for households with possible coronavirus infection](#)
- [COVID-19: Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)

3. General principles for staying safe

Everyone should follow advice on social distancing, handwashing and respiratory hygiene to help prevent the spread of COVID-19, including:

- Washing hands more often - with soap and water for at least 20 seconds or use a hand sanitiser with a minimum alcohol content of 60%. This should take place on entering or leaving a site, after blowing your nose, sneezing or coughing, and before and after preparing or eating food.
- Wearing a face covering in indoor places, particularly where social distancing may be difficult
- Avoiding touching your eyes, nose, and mouth with unwashed hands.
- Try to maintain 2 metres distance between yourself and others.
- Covering your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands afterwards.
- Regularly clean objects and surfaces you touch often (such as door handles, kettles and phones) using your regular cleaning products
-

4. Supporting people with symptoms

What to do if a service user has COVID-19 symptoms

- If a service user has COVID-19 symptoms they should be isolated temporarily in as suitable a place as possible or asked to return to their room.

Symptoms of COVID-19 include:

- A **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature), and/or
- 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 of or change in your sense of smell or taste

- If the person is already accommodated in the premises, they should be told to self-isolate in their room whilst a test is arranged.

- A test should also be arranged for this individual. (See testing below).

- If medical advice is required, staff should go NHS 111 online (or call 111 if they don't have internet access). If the situation is felt to be a medical emergency, call 999.

- If a member of staff has helped someone who was taken unwell with symptoms of COVID-19, they do not need to go home or self-isolate. They should wash their hands for 20 seconds thoroughly after any contact with someone who is unwell. They should only self-isolate if they develop symptoms and or the person is then confirmed to have COVID-19 through a positive test result.

What to do if a staff member develops symptoms of COVID-19:

- If a staff member develops symptoms whilst in work, they should contact their line manager and leave work immediately. If possible, public transport should not be used. Once home, they should arrange a test at nhs.uk/coronavirus or by calling 119. The staff member should self-isolate until the test result is available.
- While the result is pending, work contacts do not need to self-isolate unless they themselves are symptomatic.
- For what to do if someone tests positive, see below.

Cleaning following contact with a symptomatic person:

Please see the guidance on cleaning non-clinical settings. Key points to note include:

- The minimum PPE to be worn for cleaning an area after a person with symptoms of COVID-19, or confirmed COVID-19, has left the setting, is disposable gloves and an apron.

- Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

- Ensure all common spaces are well ventilated. See Ventilation of indoor spaces to stop the spread of coronavirus (COVID-19)

- All surfaces that the symptomatic person has come into contact with should be cleaned and disinfected

- Any cloths and mop heads used must be disposed of and should be put into waste bags.

- When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used

5. COVID-19 Testing & Tracing

Testing: capacity and consent:

- Testing is voluntary.

- Consent must be gained before administering or requesting a test.

What to do if someone refuses a test:

- If consent is not given, then a test should not be taken.

- Testing is one part of a wider COVID-19 management process (all infection prevention control precautions, PPE, Social distancing)

- Consider monitoring those people more closely or more frequently for symptoms.

What to do if someone lacks capacity / will not consent to socially distance:

- Keep service users up to date:
    - service users may not have access to the same range of information as you
    - Allow time to explain changes to the service user's routine. Use supportive tools as necessary
- Plan how best to use the facilities to keep all residents safe
- Ensure regular cleaning of shared spaces that the service user continues to enter
- Limit access to shared spaces where possible

COVID-19 Testing for Homeless Settings

The Find and Treat team provide an advice and outreach testing service in residential settings for homeless people, including rough sleepers, homeless hostels, hotels being used as temporary accommodation, and pay to sleep locations for this population.

How to refer:

Outreach teams: If you are referring a symptomatic individual from an Outreach Team please contact the Find and Treat team directly on +44 0203 447 9842

Residential settings for the homeless (Hostels, hotels and other pay to sleep locations): If you have a resident showing COVID-19 symptoms, please contact the Find and Treat team by email on haltTeam.cnwl@nhs.net and complete and attach the referral form available here.

Hotels: Hotels should complete the referral form available here.

All the above information is also available and regularly updated at:
https://www.healthylondon.org/resource/homeless-health-during-covid-19

COVID-19 PCR Testing in Barnet:

- Anyone who has **symptoms** of coronavirus (COVID-19) can ask for a free test to check if they have the virus.

- Testing can be requested:

- By the person requiring the test, if they have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to sense of smell or taste)

- By someone else on behalf of the person with symptoms

- 1 test is available for each person with symptoms.

- Apply for testing via the National portal [here](#)

  - If you require clinical advice on what testing option is suitable for the person, call 119, or go to [NHS111online](#) or call the resident's GP.

- Positive results will trigger the legal duty to self-isolate, self-isolation payments and contact tracing.

Covid-19 Rapid Swab Testing in Barnet - Testing of asymptomatic workers

Rapid testing is available in Barnet at various locations for people who have **NO** symptoms (asymptomatic) of COVID-19. Rapid testing is also known as Lateral Flow Device (LFD) Testing. There are a number of ways to get a twice weekly rapid test:

- At a local Community Test Site (Visit [Rapid community testing | Barnet Council](#) to book a rapid test appointment, walk in appointments are also available)

- By collecting a home test kit from a collect centre. [Find your nearest home test kit collection point.](#)

- By ordering a [home test kit online](#)

- Through your employer if they offer testing to employees

The twice weekly test involves:

- Taking a test twice a week (every 3 or 4 days apart)

- report every result to NHS Test and Trace on the same day you take the test

- [Report your test result online](#) or by calling 119.

A negative result means the test did not find signs of coronavirus. But this does not guarantee you do not have coronavirus, so you should keep following all [coronavirus advice](#), remember Hands, Face, Space.

Positive results will trigger the legal duty to self-isolate, self-isolation payments and contact tracing.
- get a PCR test to confirm the result
- follow the [stay at home guidance for households with possible coronavirus infection](#)

What to do if someone tests positive:

- If one or more staff or service users receive positive test results:

  - ✓ **Contact** the Public Health England London Coronavirus Response Cell (LCRC) on 0300 303 0450 or LCRC@phe.gov.uk

- ✓ **Inform** London Borough of Barnet Public Health Team publichealth@barnet.gov.uk using the form in Annex 1

- ✓ The form in **Annex 1 i**ncludes a template that can be used to report to LCRC as well as LB Barnet Public Health

- The LCRC and/or Barnet council will discuss with you the COVID secure procedure. If necessary, the LCRC may convene an outbreak incident management team. For large outbreaks LCRC may discuss ways to implement mass testing of your staff and residents.

- The person who has tested positive and anyone in their "household" should follow the Stay at home guidance

- **The person and their household must isolate for a full 10-day period.**

When to stop self-isolating:

A person can stop self-isolating after 10 days if they:
- Do not have any symptoms
- Just have a cough or changes to your sense of smell or taste – these can last for weeks after the infection has gone

When to keep self-isolating:

Keep self-isolating if you have any of these symptoms after 10-days:
- A high temperature or feeling hot and shivery
- A runny nose or sneezing
- Feeling or being sick
- Diarrhoea

Only stop self-isolating when these symptoms have gone.

If a person has diarrhoea or is being sick, they must stay at home until 48 hours after they have stopped

---

- Anyone that has had close contact with the person with confirmed COVID-19 infection who does not live with the person should follow the Guidance for contacts of people with confirmed coronavirus (COVID-19) infection who do not live with the person - GOV.UK (www.gov.uk). They **must** isolate for 10 days.

6. Contact Tracing:

It is essential to maintain up to date records of people that enter each premises. All service users, staff, volunteers and visitors will provide contact details each day which should be kept for track and trace. In the event of a positive case, any contacts will be identified and contacted.

What is meant by a contact:

A contact is a person who has been close to someone who has tested positive for COVID-19. You can be a contact any time from 2 days before the person who tested positive developed their symptoms (or, if they did not have any symptoms, from 2 days before the date their positive test was taken), and up to 10 days after, as this is when they can pass the infection on to others. A risk assessment may be undertaken to determine this, but a contact can be:

- anyone who lives in the same household as another person who has COVID-19 symptoms or has tested positive for COVID-19
- anyone who has had any of the following types of contact with someone who has tested positive for COVID-19:
  - face-to-face contact including being coughed on or having a face-to-face conversation within one metre for any length of time
  - been within one metre for one minute or longer without face-to-face contact
  - been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day)
  - travelled in the same vehicle or a plane

An interaction through a Perspex (or equivalent) screen with someone who has tested positive for COVID-19 is not usually considered to be a contact, as long as there has been no other contact such as those in the list above.

7. Ongoing care and service delivery:

Community groups across our borough are pulling together in an unprecedented way to support vulnerable people during the coronavirus (COVID-19) crisis. The Community Help Hub has been set up to assist Barnet residents most in need of extra help. It brings together a network of local support, established community groups, and new and existing volunteers.

In the event of a positive case or an outbreak, the Community Help Hub may be able to offer the resident some additional support.

Further information can be found here:

Urgent help and support COVID-19 | Barnet Council

Community Help Hub - working together to support our communities | Engage Barnet

Food provision

- In the event of a positive case or outbreak, no contact food arrangements must be made.

- The current government guidance for food businesses on coronavirus can also be applied to community food provision. The guidance includes practical advice on social distancing measures, which apply to everyone.
-
  - **Social distancing and good ventilation are fundamentally important when working in a kitchen environment**
  - The key risks for food provision during the COVID-19 pandemic include possible contamination of kitchen surfaces, appliances or items, and possible illness caused as a result. To mitigate against these risks the following advice should be followed.
    - The kitchen areas should be restricted to those working there (staff and volunteers only) and no service users

- o Clean and handle food packaging in line with usual food safety practices, and wash hands regularly in line with usual food safety practices.
- o Ensure separate towels or disposable tissues are used for hand-hygiene purposes
- o Where possible provide food and drink in take away containers.
- o Where possible ensure any cutlery provided is disposable.
- o If you have a dishwasher, use this to clean and dry used crockery and cutlery. If this is not possible, wash them using washing up liquid and warm water and dry them thoroughly.

8. Important Numbers

Barnet Public Health	For health protection and infection control advice	Publichealth@barnet.gov.uk
Public Health England, London Coronavirus Response Cell (LCRC)	For the purpose of early identification of a possible outbreak, you are asked to notify about any **confirmed** COVID-19 cases	0300 303 0450 or LCRC@phe.gov.uk
NHS 111	Urgent clinical advice for a person displaying symptoms of COVID-19 if they cannot get through to their own GP.	**NHS 111* Star 6**

9. Where you can access more information:

Full government guidance and support can be found here:

https://www.gov.uk/coronavirus

The Barnet Outbreak Control Plan (including guidance for Homeless Day Centre) can be viewed here:

https://www.barnet.gov.uk/coronavirus-covid-19-latest-information-and-advice/barnet-local-covid-19-outbreak-control-plan

Other resources and training materials:

- Poster: Putting on PPE (available here)
- Poster: Taking off PPE (available here)
- Video: Putting on PPE
- Posters: cleaning poster, a poster on reminders of when to wash your hands and a WHO poster on how to wash your hands.
- Video: Videos on taking swabs here and here
- Infection control e-learning: Infection control e-learning course | SCIE

Translated materials about COVID-19 can be found here:

https://www.doctorsoftheworld.org.uk/coronavirus-information/

https://www.london.gov.uk/coronavirus/covid-19-resources-and-services-your-language-0

https://coronavirusresources.phe.gov.uk/National-Restrictions/resources/translations/

10. Annex 1: Outbreak Checklist to be completed in the event of a positive case

Please notify public health if:

✓ A staff member has a positive Covid-19 test result AND they have been working on site

✓ A resident or recent service user has a positive Covid-19 test result.

Complete the below table and email it to:

- Public Health England Health protection team on LCRC@phe.gov.uk
- Barnet Public Health Team publichealth@barnet.gov.uk

You do not need to notify Public Health of suspected cases

Please complete this table for notifications of **confirmed positive** cases in staff or residents/service users		
Name and address of service		
Contact email		
Phone number		
Type of service	☐ Homeless Hostel ☐ Refuge	☐ Day centre ☐ Other (please specify):
Predominant client group supported	☐ Older people ☐ People with learning disabilities ☐ People with mental health support needs	☐ Homeless adults ☐ Children and young people ☐ Other (please specify):
Do you need urgent advice from local public health advice?	Yes/No If Yes, please give details.	
Brief description of outbreak and any control measures/management measures taken		

Please add in <u>anonymised</u> information for each staff or resident confirmed case. If you have previously reported cases, please leave existing information in place and add new cases to existing table.

Case no. (Anon)	Staff or service user?	Symptomatic or asymptomatic?	Date of onset	Date last in the setting	Number of close contacts identified			Details of identified links between cases
			Symptomatic: date symptoms first started. **Asymptomatic** date test was taken		Staff	Service users	Have all close contacts been told to self-isolate? Y/N	(e.g. close contact of previous case, known case at home)

1								
2								
3								
4								
5								
6								
7								
8								
9								

11. Annex 2: Staff Wellbeing Tips and Resources

Below are some things to consider supporting your own wellbeing:

- These times are temporary, and things will get better

- Consider and acknowledge how you are feeling and coping, reflecting on your own needs and limits

- Ask for help if you are struggling. Asking for help when times are difficult is a sign of strength

- Stay connected with colleagues, managers, friends and family. Where possible do check on the needs of colleagues and loved ones

- A lot of things might feel out of your control at the moment. It can help to focus on what we can control rather than what we cannot

- Acknowledge that what you and your team are doing matters. You are doing a great job!

- Choose an action that signals the end of your shift and try to rest and recharge when you are home

Urgent Support:
- Urgent **BEHMHT Crisis Resolution Team.** If you require crisis mental health intervention and support please contact the BEHMHT (Barnet, Enfield and Haringey Mental Health Trust) Crisis Resolution Team by calling **020 8702 4040**

- Good-Thinking's Urgent Support page has numbers and links to help you access urgent support,
- 1:1 Mental health support 24 hours a day: Text FRONTLINE to 85258 for a text chat or call 116 123 for a phone conversation

- COVID-19 Bereavement Support and Counselling Service. If you or anyone you know struggling with bereavement please go to or call 020 8016 0016 Mon- Friday 10am – 2pm or email bereavement@communitybarnet.org.uk.

- Samaritans on 116123, https://www.samaritans.org/.

To speak to someone:
- Barnet Wellbeing Hub For people who would like mental wellbeing support, Barnet Wellbeing Hub or call 03333 449088 or email info@batnetwellbeing.org.uk.

- Mind in Barnet IAPT (Improving Access to Psychological Therapies) are offering counselling support. Call 020 8343 5703 or email Counselling@MindinBarnet.org.uk.

- Let's Talk IAPT in Barnet (Improving Access to Psychological Therapies) offers assessments and short-term therapy for people with mild to moderate low mood or anxiety to people aged 16 and over registered with a Barnet GP. Visit here or call 020 8702 5309.

- SilverCloud free online CBT (Cognitive Behavioural Therapy) If you are experiencing anxiety, stress and sleep difficulties, SilverCloud are providing a free online CBT (Cognitive Behavioural Therapy) support programme. Visit their website here.

- NCL in Mind – wellbeing and mental health during COVID-19 a wellbeing and mental health project to connect and support the North Central London health and social care workforce during the COVID-19 outbreak. Visit here or email nclinmind@tavi-port.nhs.uk

- Employment or benefits support visit BOOST [here](#) or call 020 8359 2442.

Personalised online tools and evidence-based apps:

- Good Thinking. If you're feeling anxious, stressed or have any other mental health concerns related to coronavirus, [Good Thinking](#) provides digital mental health resources for Londoners.

Further resources:

- Barnet Council's mental health and wellbeing resources. There are a number of local and national sources of support and advice to help you maintain good mental health and wellbeing should you be feeling anxious, under too much stress, having trouble sleeping, or struggling to cope. See the range of resources [here](#).
- One You is designed by Public Health England here to help to get healthier and feel better with free tips, tools and support. Further information: https://www.nhs.uk/oneyou/
- The stigma of COVID-19 can cause distress and isolation. Learn how to fight it [here](#).
- [Building your own resilience, health and wellbeing](#) website is a resource from Skills for Care
- Reflective debrief after a death: Support carers to take time grieving and reflecting together about the person that has passed away, what happened leading up to the death, what went well, and what didn't go so well, what could have been done differently, and what needs to change as a result of the reflection – Resource from 'What's Best for Lily' by UCL Partners. Find out how to do this by downloading resources [here](#).
- Care Workforce COVID-19 app: Get information and advice, swap learnings and ideas, and access practical resources on looking after your own health and wellbeing. Signup [here](#) or download the app using an Apple or Android phone.