

# **V-C 1041**

## **Urgent Care Division**

### **Infection Prevention and Control**

#### **Guidance for**

#### **Contact Centres, Offices and Communal**

#### **Areas (COVID-19)**

## 1. Document Control

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## 2. Introduction

During the COVID-19 pandemic the safety of patients, staff and visitors is of paramount importance. Health and safety is everyone's responsibility. In order to help staff to work safely and to protect others from the risks associated with the transmission of infection this guidance outlines guidance for those working in contact centres, offices and utilising communal areas.

## 3. Quick Reference Guide






### WORKING IN THE URGENT CARE DIVISION DURING COVID-19




**DO NOT COME TO WORK** if you or a member of your household has any of the following symptoms.

- New, continuous cough
- Fever/high temperature
- New loss of taste or smell (anosmia)
- Breathlessness
- Flu-like symptoms including cough, sore throat, chills, muscle pain/body aches
- Diarrhoea and/or vomiting

If you develop any of these symptoms whilst at work, **ISOLATE YOURSELF AND INFORM THE SHIFT LEAD IMMEDIATELY.** The shift lead will send you home and seek further information from you.

COVID-19 Safe ways of working  
A visual guide to safe PPE



**When at work always:**

- Keep your distance from others – 2m or 3 steps apart. Take particular care in communal areas, adhere to floor markings, avoid congregating
- Regularly wash/sanitise your hands for 20 seconds, and always when entering and exiting the building/area
- Avoid touching your face, mouth, nose and if you do immediately wash/sanitise your hands
- Cough/sneeze into a tissue which should then be disposed of, or into the inside of your elbow
- Avoid bringing personal belongings into the workplace
- Avoid using communal crockery and cutlery
- Wear PPE in line with guidance
- Only use your own headset, clean it before starting and when finishing your shift and never share with anyone else
- Clean your desk area, keyboard, mouse and telephone at the start and finish of your shift
- Report any breaches in compliance with our infection prevention and control guidance
- Make suggestions on how we can all help to keep each other safe at work

**STAY ALERT • CONTROL THE VIRUS • SAVE LIVES**

## 4. Scope

This guidance is applicable for all Urgent Care Division staff working in or visiting contact centres, general offices and utilising communal areas, regardless of whether they are solely used by Totally or a site in which Totally staff work.

Where staff are working in a hosted site, they should also be aware of the infection prevention and control measures relating to that site.

This guidance should be read in conjunction with:

- V-C 1035 Infection Prevention and Control Guidance (COVID-19)
- Vocare and Greenbrook Infection Prevention and Control Policies and Procedures
- Vocare and Greenbrook Health and Safety Policies and Procedures
- V-C 1064 Clinical Supervision Policy
- COVID-19: infection prevention and control guidance, Public Health England, (current version on the website: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>)

This guidance takes account of the Working safely during coronavirus (COVID-19) guidance published by the Department for Business, Energy and Industrial Strategy (11 May 2020).

## 5. Responsibilities

### 5.1. The Organisation

The organisation is responsible for:

- Ensuring that risk assessments for vulnerable staff are undertaken
- Enabling staff to work from home wherever this is possible
- Undertaking risk assessments of contact centres, facilities and communal areas and implementing actions to prevent or reduce risk to staff and visitors
- Ensuring that where staff work on the premises of partner organisations adequate measures have been taken to protect the health and safety of the workforce
- Providing the equipment and resources to ensure that staff can work safely
- Providing guidance to staff to enable them to work safely
- Ensuring that workplaces are kept clean thereby reducing the risk of transmission of infection

### 5.2. All Staff

All staff are responsible for:

- Not attending work if they are displaying any symptoms which may suggest coronavirus infection:
  - A high temperature
  - A new, continuous cough
  - New loss of taste or smell
  - Shortness of breath or difficulty breathing
  - Chills
  - Muscle pain
  - Sore throat
- Reporting to their line manager/shift lead should they become unwell at work with any of the symptoms listed above
- Familiarising themselves with this guidance and any guidance that relates to it (see section 3)
- Adhering to the guidance in order to reduce risks to themselves and others
- Only using their own headset and ensuring that no one else uses it
- Ensure that desks and surfaces are kept free of waste and belongings
- Ensuring that desks, keyboards, mice and phones are cleaned before and after each shift
- Providing feedback and suggestions for improvement on any concerns with facilities, resources and working practices
- Reporting any issues of non-compliance with guidance in a timely fashion

### 5.3. Managerial Staff

Managerial staff are responsible for:

- Ensuring that all staff under their supervision:
  - Are sent home immediately should they be displaying symptoms of coronavirus (see above and also Unwell at Work Guidance)
  - Comply with relevant infection prevention and control (IPC) guidance
  - Are made aware of any changes in IPC guidance and how it affects them

- Are provided with the resources to enable them to comply with IPC guidance
- Report any concerns regarding the IPC guidance
- Reporting any breaches of the IPC guidance
- Ensuring that daily IPC walk rounds are completed and recorded and that any actions required are completed
- Ensuring that cleaning schedules are completed

#### 5.4. Cleaning Staff

Cleaning staff are responsible for:

- Complying with the IPC guidance of the site where they are undertaking cleaning duties, and reporting any issues with where this may differ from any guidance issued by their employing organisation
- Ensuring that cleaning schedules are fully complied with and where this cannot be undertaken immediately escalating this to their manager
- Reporting any deficits in resources that may prevent adherence to cleaning schedules
- Reporting any issues of non-compliance with guidance in a timely fashion

#### 5.5. Health and Safety Manager

The Vocare Health and Safety Manager and Greenbrook Central Operations Manager are responsible for ensuring that:

- Cleaning schedules are kept under constant review to ensure that they are meeting the needs of individual sites
- IPC walk rounds are undertaken and recorded in respect of office areas and communal areas
- All ventilation systems are serviced in line with normal maintenance schedules
- Risk assessments undertaken by partner organisations and associated action plans have been reviewed and where required outstanding actions are escalated to the relevant Vocare Regional Director or Greenbrook Regional Service Director

### 6. Hand Hygiene

Hand hygiene is one of the most important measures in keeping staff safe. Hand hygiene should be practiced frequently throughout the day and always:

- After moving from one site to another where there is the possibility of hands coming into contact with any surface, such as handrails, door pushes, keypads. This includes your initial entry to any site and before leaving the building
- Before and after using a keypad or door push to enter an area of the building
- After touching any surface outside of the immediate desk area
- Before touching the face
- Before and after using the toilet
- Before and after preparing food or food
- Before and after eating and drinking
- Before and after touching any communal equipment, for example water boilers, photocopiers, printers, milk cartons, coffee jars
- After sneezing and coughing

Further guidance on hand hygiene is provided in the V-C 1035 Infection Prevention and Control Guidance (COVID-19) and in hand hygiene materials displayed throughout the organisation.

## 7. Environmental Cleanliness

Keeping the environment tidy and clean will reduce the risk of the transmission of infection. In order to ensure that cleaners can adequately clean premises, staff should:

- Adopt a clean desk and clear surface policy at all times. This means that when not in use all desk areas and surfaces are kept free from paper, folders, office accessories (staplers etc.) and personal belongings
- Ensure that all clothes and bags and other personal effects are put away in a locker or where this is not available placed inside a plastic bag and kept under the desk they are utilizing. Care should be taken to ensure that mobile phones are not placed in a bag that is within 2 metres of another bag where a phone may be in place. This helps to reduce false alerts from NHS Test and Trace.
- Ensure shower and changing facilities are kept clean and clear of personal items and social distancing is achieved as much as possible in these areas
- Cleaning down desks, keyboards, mice, and telephones with a detergent and disinfectant wipe (such as Clinell) prior to and after using a desk space
- Where using communal crockery and cutlery ensure that this placed in the dishwasher immediately after use

Windows and doors should be opened frequently to boost air exchange. Heating and cooling systems can be operated normally as there are currently no known direct implications on COVID-19 spread (REHVA COVID-19 guidance document, REHVA, 3 April 2020).

## 8. Staff Sickness

Guidance on what to do should a member of staff present ill at work or become ill at work is outlined in the COVID- 19 Unwell at Work guidance.

## 9. Goods and merchandise entering the site

To reduce transmission through contact with objects that come into the workplace, greater handwashing is encouraged. Handwashing facilities should be available for workers handling goods and merchandise and where this is not practical access to hand sanitiser.

Non-business deliveries, for example, personal deliveries to workers should be avoided.

## 10.Social Distancing

Social distancing is one of the key methods of preventing transmission of infection between individuals. Social distancing is something that should be practiced whenever outside of the home and is of particular importance in the workplace. In the workplace the organization has adopted a staff promise approach to compliance with social distancing.

Wherever possible staff should aim to keep a distance of 2 metres(m) that is a minimum of 3 steps between them and others.

Staff can help to ensure social distancing at all times by:

- Avoiding crowding in communal areas. This means:
  - Only entering a kitchen, rest room or toilet when there is only one other person already in there
  - Forming a socially distanced queue at entry and exit points where this is necessary
- Observing and adhering to floor markings which indicate one-way flow through a building, and “no-go” areas
- Following guidance on seating plans where these are in place
- Avoiding travel on public transport wherever possible and if it is necessary ensuring that a face covering is worn, and that strict hand hygiene is undertaken on leaving the bus/train
- Undertaking no avoidable and unnecessary shared vehicle journeys. If it is unavoidable all occupants should wear a face covering, sit diagonally from each other, driver in the front and passenger in the back and ensure that strict hand hygiene is undertaken before and after occupying the vehicle.
- Avoiding use of lifts and if it is necessary travelling in the lift alone
- Avoiding unnecessary travel around the building.
- Avoiding congregating, noting the prevailing government guidance on how many people can meet together and what exemptions may be in place:  
<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

### 10.1. Emergency Situations

In the event of there being an emergency situation which necessitates evacuation of a building or area, staff are **NOT** required to adhere to social distancing rules for the duration of the time it takes to evacuate.

Once out of the site/area staff should not congregate but should meet at the designated meeting point, ensuring that a 2m distance is observed between people.

Where there is a need to assist a colleague or visitor to evacuate the building staff should sanitise hands as soon as possible, and undertake hand washing as soon as they have returned to the building.

Urgent Care Division staff should familiarise themselves with the emergency procedure for each site, including those where facilities (and procedures) are provided by a partner organisation.

### 10.2. Personal Protective Equipment

Personal protective equipment (PPE) is not generally required to be used in contact centres, offices or communal areas, providing that social distancing rules can be adhered to. Occasions where PPE is required are:

1. When undertaking cleaning of an area in the event that a member of staff or a visitor has been on site with symptoms which might indicate infection. In this instance cleaning should be undertaken using gloves, mask and a plastic apron as a minimum. Where there is any risk of splash from bodily fluids such as vomit, eye protection should also be worn.
2. When routine cleaning is being undertaken. In this instance cleaning should be undertaken using gloves, mask and a plastic apron.
3. During system training when staff cannot observe the 2m rule. In this instance both members of staff will be required to wear a fluid resistant surgical mask (type IIR), and the coach will be required to wear gloves (where there is a risk of them touching the trainee’s computer equipment and/or telephone).
4. When supporting call centre staff where the 2m rule may be breached. In this instance both



the coach/floorwalker will be required to wear gloves and a fluid resistant surgical mask (type IIR).

5. The use of face coverings within all sectors of the Urgent Care Division is currently mandated. These face coverings will need to be worn whilst transiting within the building (entering, exiting, toilet break, meal break) and only removed once seated at your place of work or eating in a designated area and only where social distancing can be maintained.

Guidance for putting on (donning) and taking off (doffing) PPE is provided in Appendix 1.

PPE worn in the contact centre or office can usually be disposed of in the normal waste. Hands should be washed or sanitised before putting a face covering or mask on **and** after taking it off and after use. Staff should avoid touching their eyes, nose, or mouth at all times.

Where an individual becomes unwell at work in which case the PPE worn by them should be treated as infectious waste. A clinical waste bin should be available in all offices and contact centres for this purpose and should be situated near a hand sanitising point so that staff can practise hand hygiene immediately following disposal.

### 10.3. Meetings

Face to face meetings/in person should be avoided. Instead staff should use remote working tools such as video or telephone conferencing. Where an in-person meeting cannot be avoided staff should observe the 2m social distance rule and sit side by side rather than face to face.

### 10.4. Coaching others

There will be times where coaching, supervision and support of others may require you to move into their workspace, please ensure that you follow the guidance Appendix 2 in such circumstances.

## 11. Staff Workwear

Regular washing and changing of clothes is an effective method for reducing the spread of infection. Uniforms or workwear should be laundered separately from other household linen, in a load not more than half the machine capacity and at the maximum temperature the fabric can tolerate. It should then be ironed or tumbled dried. Uniforms or workwear can be tumble dried with other household laundry as correct washing will remove any infectious micro-organisms on the uniform (Uniform and workwear guidance, Publication code: 009 245, Royal College of Nursing, April 2020

Ref <https://www.rcn.org.uk/professional-development/publications/rcn-uniform-and-workwear-guidance-covid-19-uk-pub-009245>).

Uniforms/workwear should be transported home in a disposable plastic bag. This bag should be disposed of into the household waste system.

## Appendix 1



Public Health  
England

# Guide to donning and doffing standard Personal Protective Equipment (PPE)

## for health and social care settings

### Donning or putting on PPE

Before putting on the PPE, perform hand hygiene. Use alcohol handrub or gel or soap and water. Make sure you are hydrated and are not wearing any jewellery, bracelets, watches or stoned rings.

- 1 Put on your plastic apron, making sure it is tied securely at the back.
- 2 Put on your surgical face mask, if tied, make sure securely tied at crown and nape of neck. Once it covers the nose, make sure it is extended to cover your mouth and chin.
- 3 Put on your eye protection if there is a risk of splashing.
- 4 Put on non-sterile nitrile gloves.
- 5 You are now ready to enter the patient area.

### Doffing or taking off PPE

Surgical masks are single session use, gloves and apron should be changed between patients.

- 1 Remove gloves, grasp the outside of the cuff of the glove and peel off, holding the glove in the gloved hand, insert the finger underneath and peel off second glove.
- 2 Perform hand hygiene using alcohol hand gel or rub, or soap and water.
- 3 Snap or unfasten apron ties the neck and allow to fall forward.
- 4 Snap waste ties and fold apron in on itself, not handling the outside as it is contaminated, and put into clinical waste.
- 5 Once outside the patient room. Remove eye protection.
- 6 Perform hand hygiene using alcohol hand gel or rub, or soap and water.
- 7 Remove surgical mask.
- 8 Now wash your hands with soap and water.

Please refer to the PHE standard PPE video in the COVID-19 guidance collection:

[www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures](http://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures)

If you require the PPE for aerosol generating procedures (AGPs) please visit:

[www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-aerosol-generating-procedures](http://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-aerosol-generating-procedures)

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## Appendix 2 – Guidance for staff during coaching, supervision or support

If you are required to move into the workspace of another individual in order to deliver coaching, supervision or support, please follow this guidance which is intended to keep you as safe as possible.

### Coaching safety guidelines:

1. Follow all IPC guidelines fully as set out within this document.
2. Use the mobile screens between you and the trainee, whilst sitting side by side and ensure your level 2 mask is fitted to your face correctly.
3. Sit back in your chair to avoid being too close to the keyboard operator.
4. As the coach, if you need to touch the keyboard or mouse at any time, ensure you wipe them with an antimicrobial based wipe (Clinell) before and after touching them, each and every time that you do. After finishing using the keyboard and mouse, use alcohol gel on your hands.
5. Do not share pens or paper with the trainee and ensure the telephone extension wires are wiped down with alcohol wipe both before and after use. Please ensure you use an antimicrobial based wipe (Clinell) to switch the mute button on and off. Ensure any use of the phone keypad is done by wiping before and after using alcohol-based wipe (Clinell)
6. After each 15-minute session, both the coach and trainee should leave the desk area, whilst maintaining social distancing and take in fresh air from the windows, returning to their seats within 5 minutes to continue with the coaching.
7. Never share headsets with anyone else.

### Supervision safety guidance:

1. Follow all IPC guidelines fully as set out within this document.
2. If you are supervising more than one person, arrange the session on zoom or ensure social distancing is taking place face to face.
3. Do not share pens or paper with the trainee and ensure any notes taken are typed up and paper copies disposed of as soon as possible.
4. Keep supervision sessions to a maximum of 30 minutes.

### Support safety guidance:

This can be given over the telephone or face to face via a floor walker.

1. Follow all IPC guidelines fully as set out within this document.
2. Maintain your social distance on approaching the staff member, asking how you can assist.
3. Give advice and support from 2 meters away, we would advise that you do not take over the phone.
4. If you need to touch the keyboard or mouse at any time, ensure you wipe them with an antimicrobial based wipe (Clinell) before and after touching them, each and every time that you do. After finishing using the keyboard and mouse, use alcohol gel on your hands.
5. Do not share pens or paper with the trainee and ensure the telephone extension wires are wiped down with an alcohol wipe both before and after use. Please ensure you use an antimicrobial based wipe (Clinell) to switch the mute button on and off.

Ensure any use of the phone keypad is done by wiping before and after using antimicrobial-based wipe (Clinell)

6. After each 15-minute session, both the coach and trainee should leave the desk area, whilst maintaining social distancing and take in fresh air from the windows, returning to their seats within 5 minutes to continue with the coaching.
7. Please never share headsets with anyone else.