

Covid-19 (Coronavirus) - Safe System of Work C054 - Day Service Customer Covid Absence Protocol Version 5 - 10/08/2021

If a day service is informed that a customer has:

- symptoms of coronavirus
- a diagnosis of coronavirus
- been advised by the NHS's Test and Trace service to self-isolate

The Support Leader and/or Manager of that service should:

- immediately inform Senior Management

The Support Leader and/or Manager should provide the following information to Senior Management:

1. The customer's name
2. The service they attend
3. The name of the reporting manager
4. Details of the coronavirus related absence
5. The first date of symptoms (if appropriate)
6. Names of staff supporting the customer
7. Names of staff who may have been in contact with customer

Please also follow the guidance below for each specific case:

- **A - Symptoms of coronavirus:** If the reason for the absence is that the customer has **symptoms of coronavirus**, the Support Leader and/or Manager of that service should:
 1. Advise the family to seek medical assistance if required and organise a coronavirus PCR test. Family to confirm if customer has tested positive for coronavirus.
 2. Advise the family/carer that Management will contact them daily (if required)
 3. Advise the family/carer that they must contact the service by telephone to arrange a return to the service if the customer receives a negative test and/or they have completed their period of isolation. This is to ensure the manager can also make arrangements with transport if this applies.
 4. Ensure that the family/carers of other customers in the service bubble effected are informed that someone has symptoms and that the service will now be suspended for a minimum of 10 days or until the person effected receives a negative test result, has completed full isolation and the person is not displaying any symptoms.

5. A member of the management team should inform Transport of the issue and postpone any further transport runs for that service bubble if applicable. Give details to transport so they are able to ascertain what they need to do.

Please note: If customers in that service bubble are already in service when you are informed, the customer must be isolated from the service bubble. You **MUST** arrange for them to return home at the earliest possible convenience. Increased cleaning of frequency touched items (handles, doors, toilet etc) to be introduced and hand hygiene to be performed by staff and customers

- **B - Diagnosis of coronavirus** If the reason for the absence is that the customer has a **diagnosis of coronavirus**, the Support Leader and/or Manager of that service should:
 1. Advise the family/carer that Management will contact them daily (if required)
 2. Ensure that the family/carers of other customers in the service bubble effected are informed that someone has been diagnosed and that the service for their relative will now be suspended for a minimum of 10 days.
 3. Inform the family/carers of other customers that the service will keep in contact with them daily and confirm when the customer is able to return to their service bubble
 4. A member of the management team should inform Transport of any positive cases and postpone any further transport runs for that service bubble. Give details to transport so they are able to ascertain what they need to do.
- **C – Contact through Test and Trace:** If the reason for the absence is that the customer has **been advised by the NHS’s Test and Trace service to self-isolate**, the Support Leader and/or Manager of that service should:
 1. Advise the family/carer that they must contact the service by telephone to arrange a return to the service once the customer has completed their period of isolation
 2. Inform transport of the issue and postpone the customers transport until further notice
 3. In this circumstance it will NOT be necessary for the other customers in that bubble to stop coming to the service