



COVID-19 Prevention & Infection Control Policy

The Tower Project have ensured that their buildings are COVID-19 secure for return to work and that the hygiene/social distancing; physical alterations are in place and managed.

A range of approaches and actions will be employed. These can be seen as a hierarchy of controls that, when implemented, creates an inherently safer system where the risk of transmission of infection is substantially reduced. These include:

Minimise contact with individuals who are unwell

Clean your hands often

Robust hand and respiratory hygiene (catch it, bin it, kill it)

Enhanced cleaning, including cleaning frequently touched surfaces often

Minimise contact and mixing

Personal protective equipment (PPE)

Implementing Social distancing measures

Removal of Soft furnishings

Reducing the use of shared resources/equipment

Air flow and ventilation increased by opening windows

Active engagement with NHS Test and Trace

Weekly [PCR testing](#) undertaken by all staff

Weekly Lateral Flow Testing for all staff

Coronavirus (COVID-19) vaccine of all staff

<https://www.gov.uk/government/publications/coronavirus-covid-19-lateral-flow-testing-in-adult-social-care-settings>

<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-adult-day-care-centre-workers>

STAFF/SERVICE USERS

Where it is practical for service delivery, work times will be adjusted to avoid peak time travel

Adaptations to the Tower Projects buildings have been implemented to support social distancing, including floor markings, layout changes, one-way systems, room reconfigurations, workstation reductions and areas restricted in use.

Signage will be prominently placed around the building to remind and support building users to keep a 2 -metre distance when safe to do so and follow building rules

All staff will be expected to report to Managers any concerns regarding social distancing measures and report staff or services users that are not following social distancing measures or highlight where this may not be possible and implement adaptations

All Tower Project staff have received infection control training.

Building control arrangements have been reviewed and additional areas of entrance and exit have been introduced to support the development of delivery bubbles

To support social distancing the service will introduce fixed team bubbles for staff and service users.

Tower Project vehicles and minibuses follow the Risk Assessment and advice contained within <https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators>

Staff that are clinically extremely vulnerable or clinically vulnerable and people who care for someone who is clinically extremely vulnerable or vulnerable will be identified and Government guidance regarding ability to work in COVID Secure environment.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/advice-for-people-at-high-risk/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

Any staff identified will be referred to Human Resources to undertake an individual risk assessment and identify any adjustments required to work activities.

Service users who are clinically vulnerable / vulnerable will be identified through their individual risk assessments and a range of additional control measures could be put in place

The Tower Project has provided a risk assessment for its drivers/vehicles following the government guidelines

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>

STAFF PROCEDURE

What to do if you suspect an outbreak of infection

An outbreak or incident may be defined as:

An incident in which 2 or more people experiencing a similar illness are linked in time or place

A greater than expected rate of infection compared with the usual background rate for the place and time where the outbreak has occurred

Reporting a Staff Member or Service User who has a confirmed case of Coronavirus Covid-19:

The service must take swift action when they become aware that a staff member or service user has tested positive for coronavirus (COVID-19).

- The Head of Services or the Tower Project CEO will contact the local Health Protection Team if a service user or staff member has suspected Covid-19.
- The Health Protection Team will also contact the Tower Project directly if they become aware that someone who has tested positive for coronavirus (COVID-19) who has attended the service and has been identified by NHS Test and Trace.
- The Health Protection Team will carry out a rapid risk assessment to confirm who has been in close contact with the person during the period that they were infectious, and ensure they are advised to self-isolate.
- The Health Protection Team will work with the Tower Project in this situation to guide them through the actions they need to take.
- Based on the advice from the Health Protection Team, the Tower Project must send home those people who have been in close contact with the person who has tested positive, advising them to self-isolate for 10 days since they were last in close contact with that person who is infectious.

Close contact means: direct close contacts e.g. face to face contact with an infected individual for any length of time within 1 metre, being coughed on, a face to face conversation, or unprotected physical contact (skin-to-skin).

Proximity contacts - extended close contact (within 1 to 2 metres for more than 15 minutes) with an infected individual and travelling in a small vehicle, like a car, with an infected person

- The health protection team will provide definitive advice on who must be sent home. To support them in doing so, Service Managers will keep accurate records of staff, students and service users in their groups and of any close contact that takes places between people in different groups. This should be a proportionate recording that is not overly burdensome. The contact details for reporting to PHE's London Coronavirus Response Service is 0300 303 0450 or lcrc@phe.gov.uk

- If the report is regarding a service user of the New Dawn/First Start Day services we should also inform Tower Hamlets Public Health and Adult Social Care Teams on PHCov19@towerhamlets.gov.uk and icovid19@towerhamlets.gov.uk

Control measures in place to deal with a staff member or service user who is showing symptoms of suspected Coronavirus COVID-19.

If this occurs we will –

- Encourage the person (*if possible*) to wear a fluid resistant face mask, supplies available throughout the services
- Send the person home and advise them to follow NHS guidance regarding test and trace.

The incident will also be reported to

PHE's London Coronavirus Response Service. Contact number is 0300 303 0450 or lcrc@phe.gov.uk

Adult Social Care Teams on PHCov19@towerhamlets.gov.uk and icovid19@towerhamlets.gov.uk if the person was a staff member of Tower Project New Dawn or First Start Day Services:

- If the individual needs to wait for transportation home then they should be taken to the allocated Isolation Room leaving the door open for ventilation and a clear sign stating do not enter
- The staff member or service user will be monitored if required by a Tower Project First Aider standing 2 metres away wearing provided PPE
- If the unwell service user or staff member needs to use the toilet, the toilet cubicle used will be locked after use and deep cleaned by the Cleaner as soon as possible
- Any touch points into the toilet block will be cleaned immediately after the unwell service user or staff member has left the toilet.
- The Service Manager will inform the Facilities Manager and the workplace will be decontaminated following the guidance:
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<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

If you get symptoms of coronavirus

If you experience any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste) while you are self-isolating:

Get a test to check if you have coronavirus as soon as possible

Anyone you live with must self-isolate until you have been tested and received your result(s)

Anyone in your support bubble must self-isolate until you have been tested and received your result(s)

NHS TRACK & TRACE

If NHS Test and Trace make contact, you must

- Respond to the communication from NHS Test and Trace which will come via SMS, email or phone call, telling you to contact them via the website or phone (note there are scammers and NHS Test and Trace do not use Premium Rate numbers).
- They will let you know that you have been in contact with a person infected with COVID-19 and you should self-isolate for 10 days from when you were last in contact with the infected person.
- It is important that you self-isolate, even if you do not feel unwell.
- NHS Test and Trace – text messages will come from NHS tracing and calls will come from 0300 0135 000
- If you develop symptoms, other members of your household must also self-isolate immediately for 10 days and you must book a test.
- If your test is positive you must continue to stay at home for at least 10 days and will be contacted by NHS Test and Trace to provide details of people you have been in close contact with including members of your household.
- If you test negative you will still be required to self-isolate for the remaining 10 days because the virus may not be detectable.

If you test negative (the test did not find coronavirus):

Keep self-isolating for the rest of the 10 days from when you were last in contact with the person who has coronavirus – as you could develop symptoms after being tested

Anyone you live with can stop self-isolating if they do not have symptoms

Anyone in your support bubble can stop self-isolating if they do not have symptoms

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

FIRST AID

To reduce the risk of the First Responder or the First Aid receiver contracting Covid-19, all Tower Project First Aiders will follow the *Resuscitation Council advice CPR / defibrillation in an out-of-hospital setting (13 May 2020)* by using compression only CPR.

Tower Project's Health & Safety policy has been adjusted to reflect the current changes to the delivery of First Aid. See Tower Project Health & Safety policy reviewed October 2020.

PPE

Tower Project staff will continue to wear and use any PPE that is normally used as part of workplace activities e.g. food preparation/personal care.

Tower Project staff will avoid using additional PPE where possible and manage risk through social distancing, face masks, good hygiene practice and fixed working teams (bubbles)

Additional PPE will be used when Government guidance recommends e.g. any personal care, for the cleaning of the office during the day and the evening, for first responders where the provision of first aid is required at less than 1m away, for training activities where the Tutor/Support Worker will be required to provide training support between 1 -2 metres away for short periods of time.

All Staff will receive training in the correct use of PPE as part of their COVID Infection Control Training.

All Tower Project services will maintain an estimated 4-12 weeks supply of surgical face masks, face shields, disposable aprons and gloves from BAU suppliers.

CLEANING & HYGIENE

A reduced building capacity and restricted movement within the Tower Projects buildings will support good building hygiene

All staff and service users will be required and/or supported to sanitise or wash their hands before they enter the building.

No person will be allowed into the service delivery area without sanitising or washing their hands and this will be monitored by the receptionist staff

Service users will receive training and/or support in correct handwashing as part of their initial induction / reintroduction into the service

To reinforce good hand hygiene, all washbasins and hand sanitising units have a pictorial poster or other communication aid showing the correct way to wash your hands

Signs around the building will reinforce good hygiene practice in relation to regular handwashing, and protecting coughs and sneezes

Hand Sanitising units have been installed in all of Tower Project buildings

Cleaning will follow guidance in HSE Cleaning Your Workplace to Reduce the Risk from Coronavirus (published 11th June 2020), and the Government Guidance COVID-19:

Cleaning in a non-healthcare setting

<https://www.gov.uk/government/publications/covid19-decontamination-in-non-healthcaresettings/covid-19-decontamination-in-nonhealthcare-settings>

Cleaning of the environment, including equipment, is an important function for the control of infection. It is important that cleaning schedules clearly describe the activities needed, the frequency and who will carry them out.

Cleaning standards are monitored regularly. Cleaning staff are appropriately trained and have access to personal protective equipment.

Essential elements of a comprehensive cleaning procedure include daily, weekly and periodic cleaning schedules, based on national guidance. A proper colour coding system is recommended by the Health and Safety Executive. The Tower Project employ a colour system in the workplace to make cleaning easy, efficient and in turn, increase general hygiene and cleanliness.

Colour-coded equipment is to be used in different areas with separate equipment for kitchen, toilet, classroom and office areas (red for toilets and wash rooms; yellow for hand wash basins and sinks; blue for general areas and green for kitchens). Cloths should be disposable (or if reusable, disinfected after use). Cleaning solutions are stored in accordance with Control of Substances of Hazardous to Health (COSHH), and cleaning equipment changed and decontaminated regularly. Consideration is given to situations where additional cleaning will be required (for example in the event of an outbreak)

A nominated member of staff will monitor cleaning standards and discuss any issues with cleaning staff.

COVID-19 ADVICE cleaning and waste disposal

All objects which are visibly contaminated with bodily fluids must be cleaned using disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

Use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.) Avoid creating splashes and spray when cleaning. Any cloths and mop

heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used. Any items that are heavily contaminated with bodily fluids and cannot be cleaned by washing should be disposed of as soon as possible.

Disposal of waste:

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

Should be placed into 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 suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely. The waste should not be placed in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours.

If the individual tests negative, this can be (placed) in with the normal waste

If the individual tests positive, then store waste for at least 72 hours and dispose of in with the normal waste.

If storage for at least 72 hours is not appropriate (or possible), arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.

<https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste>

Enhanced cleaning during an outbreak of infection

In the event of an outbreak of infection, the local health protection team will recommend enhanced or more frequent cleaning, to help reduce transmission.

Advice may be given to ensure regular cleaning of areas with particular attention to (high contacted areas such as door handles, toilet flushes and taps and communal areas where surfaces can easily become contaminated such as handrails. Plans will be developed for such an event on how the Tower Project will approach this. Dedicated cleaning equipment must be colour coded according to area of use.

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

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

Objects which are visibly contaminated with body fluids

All potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

Use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.) Avoid creating splashes and spray when cleaning. Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used. Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

VISITORS TO THE TOWER PROJECT

External visitors or contractors will not be allowed in the building when students or service users are on site except for parent / carers (emergency), maintenance contractor's emergency and statutory monitoring officers or healthcare professionals by appointment only

Cyclical maintenance where it is safe will be delayed and where this is not possible completed at weekends or evenings.

Visitors will be asked to follow current social distancing guidelines when entering the building and will sanitize their hands when arriving and leaving the premises.

Maintenance workers will be restricted to accessing the area of maintenance only.

Due to the current climate it is advisable to confirm your visit before arriving.

For further guidance please read the Tower Project Visitors Policy, reviewed October 2020 and March 2021.

Useful links:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>