

Guidance for Homeless Hostels on what to do in the event of a COVID-19 case/s – (staff)



This flowchart aims to help you should you have a case of coronavirus in your hostel, either amongst your staff, clients or visitors. **This flow chart will not cover all scenarios.** Please refer to detailed guidance at – www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 and

www.gov.uk/government/publications/covid-19-guidance-on-services-for-people-experiencing-rough-sleeping/covid-19-guidance-for-commissioners-and-providers-of-hostel-services-for-people-experiencing-homelessness-and-rough-sleeping#suspected-or-confirmed-cases-of-covid-19

What to do if a member of staff tells you they have coronavirus symptoms

Tell the individual to **isolate** at home for 10 days and get a **test** – www.nhs.uk/coronavirus or call **119**.

Remind the individual that their household and **support bubble** need to isolate for 14 days.

Inform the commissioning organisation, e.g the County Council or local CCG, for the service.

If the individual's test result is negative for COVID-19, they can return to work once they are well. Their contacts can also stop isolating and carry on as normal.

Communications: Inform other members of staff that one of the team is showing symptoms of coronavirus and is isolating at home. Other members of staff do not need to isolate unless the individual tests positive and NHS Test and Trace advise them to do so.

What to do if a member of staff tells you they have tested positive for coronavirus

They will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

Inform the commissioning organisation for the service.

The individual testing positive will have been advised by NHS Test Trace to tell their manager as well as asked to share information about their workplace and close contacts.

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise co-workers that there has been a positive case. See **Contact tracing: contact with co-workers** section of guidance above for more information.

No further action is required.

Cases and contacts can return to work once the isolation period is complete.

Communications: If NHS Test and Trace contact any individual clients in the hostel because the individual has been in close contact with the positive case, you will need to consider telling other clients. The Test and Trace service will advise on what is required and the best approach to take.

What to do if two or more members of staff tell you they have tested positive for coronavirus

Contact Public Health England (PHE), Health Protection Team on **03442 253861** and choose **COVID option and ask call handler for the Local Hampshire and Isle of Wight Health Protection Team (HPT)**. You will be asked to leave a message and a member of the team will get back to you and advise what to do next. They will assess the situation with you and decide what action to take with other staff and potentially clients and agree who will contact those affected.

In the meantime, those testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

Inform the commissioning organisation for the service.

Cases and contacts can return to work once the isolation period is complete.

Communications: PHE Health Protection Team will provide the initial comms support. You can find guidance on how to deal with media and social media enquiries/interest on Hampshire County Council's website at; www.hants.gov.uk/socialcareandhealth/coronavirus/care

For further advice on cleaning and disinfecting rooms or premises, go to www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

Guidance for Homeless Hostels on what to do in the event of a COVID-19 case/s – (clients/visitors)



This flowchart aims to help you should you have a case of coronavirus in your hostel, either amongst your staff, clients or visitors. **This flow chart will not cover all scenarios.** Please refer to detailed guidance at – www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 and

www.gov.uk/government/publications/covid-19-guidance-on-services-for-people-experiencing-rough-sleeping/covid-19-guidance-for-commissioners-and-providers-of-hostel-services-for-people-experiencing-homelessness-and-rough-sleeping#suspected-or-confirmed-cases-of-covid-19

What to do if a client/ visitor tells you they have tested positive for coronavirus

They will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

If a resident in a hostel refuses to self-isolate, contact Public Health England (PHE), Health Protection Team on **03442 253861** for advice and the **Local Authority Housing Team to explore alternative accommodation options.**

The individual testing positive will have been advised by NHS Test & Trace to tell their close contacts and share information about these individuals.

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise employees who may have had close contact that there has been a positive case. See **Contact tracing: contact with co-workers** section of the guidance above for more information.

What to do if two or more clients/visitors tell you they have tested positive for coronavirus

Contact Public Health England (PHE), Health Protection Team on **03442 253861**. Leave a message and a member of the team will get back to you and advise what to do next.

They will assess the situation with you and decide what action to take with other staff and clients and agree who will contact those affected.

They will also provide advice regarding communicating with staff, clients and other agencies that may have visited the service.

In the meantime, those testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

Communications: PHE Health Protection Team will provide the initial comms support. You can find guidance on how to deal with media and social media enquiries/interest on Hampshire County Council's website at; www.hants.gov.uk/socialcareandhealth/coronavirus/care

What to do if another organisation tells you that two or more people working for them, who have had contact with your business, have tested positive for coronavirus

Check that the organisation has reported this to Public Health England (PHE), Health Protection Team on **03442 253861** and if so, what action they have been advised to take.

Those individuals testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

It is recommended that managers advise employees and clients who may have had close contact with staff from the organisation that there have been positive cases. See **Contact tracing: contact with co-workers** section of guidance above for more information. The PHE Health Protection Team and/or NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours.

For further advice on cleaning and disinfecting rooms or premises, go to www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings