



Review Sheet

Last Reviewed
24 Sep '20Last Amended
24 Sep '20Next Planned Review in 12 months, or
sooner as required.

Business impact



These changes require action as soon as possible.

Reason for this review

Change in legislation

Were changes made?

Yes

Summary:

Policy and references reviewed and updated to reflect the latest guidance, with links included within the procedure section of the policy. The policy is now titled the 'COVID- 19 Testing Policy and Procedure'. Previously it was the 'Swabbing Policy and Procedure'.

Relevant legislation:

- The Health Protection (Coronavirus) Regulations 2020
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- Equality Act 2010
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Coronavirus Act 2020

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: UK Government, (2020), *Get a free NHS test today to check if you have coronavirus*. [Online] Available from: <https://www.gov.uk/apply-coronavirus-test> [Accessed: 24/9/2020]
- Author: UK Government/Public Health England, (2020), *How to use the self-swabbing kit for a combined throat and nose swab (video)*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples/how-to-use-the-self-swabbing-kit-for-a-combined-throat-and-nose-swab-video> [Accessed: 24/9/2020]
- Author: Department of Health and Social Care, (2020), *Coronavirus (COVID-19): getting tested*. [Online] Available from: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested> [Accessed: 24/9/2020]
- Author: UK Government, (2020), *Coronavirus (COVID-19): provision of home care*. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-providing-home-care/coronavirus-covid-19-provision-of-home-care?utm_campaign=11563480_Government%20guidance%20digest%20220520&utm_medium=email&utm_source=UKHCA&dm_i=1DVI,6VUFS,VOYMR2,RN4AP,1 [Accessed: 24/9/2020]
- Author: NHS, (2020), *Get a free NHS test today to check if you have coronavirus*. [Online] Available from: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/> [Accessed: 24/9/2020]
- Author: GOV.UK, (2020), *NHS Test and Trace service in the workplace*. [Online] Available from: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> [Accessed: 24/9/2020]
- Author: NHS England, (2020), *If you're told to self-isolate by NHS Test and Trace*. [Online] Available from: <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/> [Accessed: 24/9/2020]



Crossroads In Hertfordshire

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Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App• Establish process to confirm the understanding of relevant staff• Ensure that the policy is on the agenda for all team meetings and staff handovers• Share content of the policy with all staff
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To reduce the risk of COVID-19 spreading within Crossroads In Hertfordshire by confirming whether staff or Clients are COVID-19 positive.

1.2 To ensure that Crossroads In Hertfordshire remains up to date with the swabbing process for COVID-19 and can support staff and Clients to complete this where necessary.

1.3 This policy forms part of the COVID-19 hub and must be read alongside other policies and procedures, including:

- | The HS11 - Personal Protective Equipment (PPE) Policy and Procedure
- | The HS16 - Coronavirus Policy and Procedure
- | The CC34 - Infection Control Policy and Procedure

1.4 To support Crossroads In Hertfordshire in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E5: How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.5 To meet the legal requirements of the regulated activities that Crossroads In Hertfordshire is registered to provide:

- | The Health Protection (Coronavirus) Regulations 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Coronavirus Act 2020



2. Scope

- 2.1** The following roles may be affected by this policy:
- | All staff
- 2.2** The following Clients may be affected by this policy:
- | Clients
- 2.3** The following stakeholders may be affected by this policy:
- | Family
 - | Advocates
 - | Representatives
 - | Commissioners
 - | External health professionals
 - | Local Authority
 - | NHS



3. Objectives

- 3.1** As the spread of the coronavirus is resulting in response requirements continually evolving, Crossroads In Hertfordshire will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.
- 3.2** Crossroads In Hertfordshire will ensure that safe, effective COVID-19 testing procedures are in place with staff and Clients having information in an accessible format.



4. Policy

- 4.1** Crossroads In Hertfordshire recognises that testing for COVID-19 continues to be an evolving situation and that it is an important factor in planning care delivery at Crossroads In Hertfordshire. Swabbing is a process to test for whether a person is currently infected with COVID-19 and the tests are currently available for anyone who has symptoms.
- 4.2** Crossroads In Hertfordshire will ensure that staff and Clients are aware of the testing process and are supported to complete it, where required.
- 4.3** Crossroads In Hertfordshire recognises that Clients of domiciliary care providers are now specified as part of the government criteria for testing, but as members of the public experiencing symptoms, they can apply.



5. Procedure

5.1 Antigen Test

This test identifies if the person is currently infected with COVID-19. These are the tests that are widely available and are used within Crossroads In Hertfordshire to monitor and clarify the health status of staff and Clients.

5.2 Antibody Test

This test identifies if a person has ever had COVID-19. It is not widely available yet but is being offered to NHS and care staff as well as to some hospital patients and care home residents. More information can be found [here](#).

5.3 Applying for a COVID-19 Antigen Test

Any person with symptoms can apply for a COVID-19 antigen test to ascertain if they currently have COVID-19.

This can be applied for via the [online](#) government test service.

5.4 Employee Referrals

Where staff are self-isolating, employer referrals for essential workers can be made by Crossroads In Hertfordshire through the [employer referral portal](#).

Referred staff will then receive a text message with a unique invitation code to [book a test for themselves](#) (if symptomatic) or their symptomatic household member(s) at a regional testing site.

To get a login to the employer referral portal, Crossroads In Hertfordshire will email portalservicedesk@dhsc.gov.uk with the following information:

- | Organisation name
- | Nature of the organisation's business
- | Region
- | Names (where possible) and email addresses of the 2 users who will load information

Once employer details have been verified, 2 login credentials will be provided for the employer referral portal for Crossroads In Hertfordshire to use.

Staff must contact Josephine Paice who will discuss this process where an employee referral is required.

5.5 Clients and Testing

Those Clients who do meet the government criteria and have applied to be tested, will only be supported by Care Workers with testing when instructed to do so by Josephine Paice. Care Workers must follow the process and ensure the correct PPE is worn before the procedure is followed.

The HS11 - Personal Protective Equipment (PPE) Policy and Procedure at Crossroads In Hertfordshire provides further information on the current PPE guidelines for staff.

Clients must inform Crossroads In Hertfordshire of the test results and the Care Plan will be updated accordingly by Crossroads In Hertfordshire.

5.6 Testing for Patients and Discharge from Hospital into the Community

All individuals admitted to hospital to receive care will be tested for COVID-19 and their COVID-19 status and care needs will be shared with Crossroads In Hertfordshire upon release.

Some individuals with non-urgent needs, who do not meet the clinical criteria to reside in hospital, will be discharged home for their recovery period. Clients can be safely cared for at home by Crossroads In Hertfordshire, regardless of their COVID status, if the [guidance on use of PPE](#) is correctly followed. For further information, refer to the HS11 - Personal Protective Equipment (PPE) Policy and Procedure at Crossroads In Hertfordshire.

Testing will not hold up a timely discharge as detailed in the [COVID-19 hospital discharge service requirements](#). Where a test has been performed in hospital, but the result is still awaited, the Client will be discharged as planned and, while the result is pending, Crossroads In Hertfordshire will assume that the Client may be COVID-19 positive for a 14-day period and follow guidance on the correct use of PPE.

Similarly, as set out in the [COVID-19 adult social care action plan](#), any Client being taken on by Crossroads In Hertfordshire should be cared for within their home as possibly COVID-positive until a 14-day period has passed.

5.7 Clients with Behaviour that Challenges

A COVID-19 test can be uncomfortable and distressing and it is important to consider the effect this may have on Clients before it is carried out. Each Client must be assessed on an individual basis when they are being supported with a test as to the Care they require. Clients with dementia, behaviour that challenges



and learning disabilities may be distressed by having a swab. Where staff are required to support a Client, they must:

- | Ensure that the test is being carried out in the best interest of the Client
- | Ensure the reason for testing is proportionate and is not going to cause undue distress or anxiety
- | Not use restrictive intervention to enable the swab to be taken
- | Reassure the Client
- | Where possible, use a staff member that is experienced and understands the specific needs of the Client
- | Guide them through the process, explaining each aspect in a way that they understand

Where it is not possible to swab a Client because swabbing will cause undue distress and there are concerns that they may have symptoms of COVID-19, the Client must be isolated and cared for on the assumption they are COVID-19 positive.



6. Definitions

6.1 Swab Testing

- | A swab test allows viruses to be detected. The swab looks similar to a cotton bud and must be rubbed over the required area to allow a sample to be collected for analysis

6.2 Coronavirus (COVID-19)

- | Novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China. The virus was named 'severe acute respiratory syndrome coronavirus 2' (SARS-CoV-2). The disease it causes is called COVID-19



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Testing has been introduced to support with confirming cases of COVID-19 and helping with the planning of the required support for Clients and staff
- | All staff conducting tests need to have appropriate training on the correct procedure to follow
- | Consent has to be sought from Clients and staff for the tests to be conducted



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | COVID-19 is a highly contagious virus and testing is important to identify if you are infected so that appropriate care and support can be provided
- | If you require support to complete a swab test, you must speak to Josephine Paice
- | Once you have received your test results, you must inform Josephine Paice



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be ' outstanding ' in this policy area you could provide evidence that:

- ┆ Staff have accurate and up-to-date information in relation to testing and Crossroads In Hertfordshire is able to respond quickly and safely to a fast-changing situation
- ┆ Crossroads In Hertfordshire has robust infection control policies and procedures in place and staff understand the importance of good hand hygiene, how to use personal protective equipment appropriately and they share their knowledge with Clients appropriately
- ┆ Crossroads In Hertfordshire has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are
- ┆ The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Swab Consent Form - CC98	For employees consenting to have a throat and nose swab test, if requested by their employer.	QCS

COVID-19 Throat and Nose Testing

Employee Consent Form

As the coronavirus (COVID-19) pandemic continues, we want to ensure that you are aware of what steps we are taking to protect both you as an employee as well as our service users. To prevent the spread of COVID-19, please ensure that you follow the Government guidance listed below:

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Throw all used tissues in the bin right away and wash your hands immediately after handling used tissues
- Avoid touching your eyes, nose, or mouth
- Avoid close contact with people who have symptoms of COVID-19
- Clean and disinfect frequently touched objects and surfaces
- Do not leave your house if you are unwell

We will continue to follow all Government and Regulatory guidance including, but not limited to, Public Health England, NHS, HSE and the CQC, to protect employees and service users during this time. I understand that the symptoms listed below are representative of COVID-19:

- Fever
- New or Continuous Cough
- Loss of Smell or Taste

Employee Statement	Yes	No	Initials
I confirm that if I display any of these symptoms, I will not come into work.			
I confirm that if I display any of these symptoms whilst at work, I will be sent home.			
I confirm, to the best of my knowledge, that I have not had close contact with an individual confirmed or suspected of having COVID-19 in the past 14 days.			
I understand that close contact can occur from being within approximately 2 metres of someone with COVID-19 for a prolonged period, or by having direct contact with infectious secretions from someone with COVID-19.			
I have previously had Coronavirus (COVID-19).			
Someone in my household has had Coronavirus.			
I have been tested for Coronavirus.			

COVID-19 Throat and Nose Testing

Employee Consent Form



COVID-19 Throat and Nose Swabbing

The Government is rolling out testing for anyone who has symptoms of COVID-19. They are also prioritising essential workers and residents in care homes. Staff in Care Homes and Residents can apply for testing whether they have symptoms or not. More information can be found [here](#).

To ensure the safety and wellbeing of our employees and service users, we want to ensure that we reduce the risk of the virus. COVID-19 does not affect everyone in the same way and therefore some people may not always have the symptoms described above. We therefore seek your consent to undertake a nose and throat swab test following Government guidelines and procedures.

We will ensure that we retain any personal sensitive information in relation to your health, including COVID-19 swab testing results in line with our policy on Data Protection. Your result will be sent to you (along with information about next steps), and not to the manager of the service. We request that you share your result with your manager, but you do not have to.

Consent

I, _____ (the employee), consent to having a Coronavirus Throat and Nose Swab test if requested by the Employer.

Employee Name: _____

Employee Signature: _____

Date: _____

COVID-19 Throat and Nose Testing

Employee Consent Form

For Employer's Use:

Employee Signature: _____

Date: _____

	Yes	No	Date	
Employee given Privacy Notice				
Nose and Throat Swab Taken				
Results Provided				
Outcome of Results (circle)	Positive	Negative		Unclear Borderline Void Inconclusive