

CCTV Policy

Reviewed Date: March 2022

Review:

Signatory:

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'Aspireone Care has a Duty of Care and is fully committed to the Safeguarding of Young People.

The welfare of all Young People is paramount.
All Young People, whatever their age,
culture, disability, gender, language, racial origin,
religious beliefs and/or sexual identity have
the right to protection from abuse.

All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately. All staff (paid and unpaid) working with Young People have a responsibility to report concerns to the Designated Safeguarding Officer for Aspireone Care who is:

Rachel Harris
Rachel.Harris@Aspireonecare.com



Policy Statement

Aspireone Care seeks to ensure, as far as is reasonably practicable, the security and safety of all residents, staff, visitors and contractors, whilst within or situated on any of our premises. To this end, CCTV cameras and recording devices are deployed around the grounds of Keele House and to assist in the prevention, investigation and detection of crime, apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings), public, employee and resident safety and monitoring security of premises Keele House.

This Policy document has been implemented to ensure that the deployment and control of CCTV resources is proportionate and lawful under the terms of the Data Protection Act 1998 and the CCTV Codes of Practice.

System Description:

The system complies with BS7958 – Closed Circuit Television (CCTV), Management and operation code of Practice This British Standard gives recommendations for the operation and management of CCTV within a controlled environment. It applies where data that might be offered as evidence is received, stored, reviewed or analysed.. The standard provides recommendations on best practice to assist users in obtaining reliable information that can be used as evidence. Compliance the Data Protection Act is strongly recommended, particularly where schemes include an element of observation of the public It applies to CCTV schemes used in public places such as the following: • Private schemes where a camera view includes a partial view of a public place.

The cameras provide fields of view encompassing approaches to building entrances and building property lines. The majority of the CCTV cameras are networked for remote operation from a centralised area where digital hard disk recorders provide data management and recording facilities. Access to the systems are password protected.

Purpose of the System:

The purpose of the CCTV systems in use Keele House is to enable the prevention, investigation and detection of crime and monitoring of the security and safety of the premises.

Operating Principles:

To ensure compliance with DPA, personal data, including images recorded on the CCTV systems, must at all times be processed in line with the following Data Protection Principles:

- Fairly and lawfully processed;
- Processed for limited purposes and not in any manner incompatible with the purpose of the systems;
- Adequate, relevant and not excessive;
- Accurate;
- Not kept for longer than is necessary;
- Processed in accordance with individuals' rights;
- Secure; and
- Not transferred to countries outside of the EEA without adequate protection.

Scope:

- This Policy applies to all external areas within the grounds of Keele House.
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- Personal Data (i.e. images of individuals obtained by CCTV systems) may only be used in connection with the purpose set out above (Purpose of the System).
- The ability to view live and historical CCTV data available via network software is only to be provided at designated locations and to authorised persons only.
- Except where a request has been granted for third party access to certain specified recorded CCTV images (see below), CCTV images are not to be displayed in the presence of any unauthorised person.
- For the purpose of viewing CCTV images, an authorised person is defined as an employee or appointed person acting on behalf of Aspireone Care who has an operational responsibility for either the prevention, investigation and detection of crime and / or the monitoring of the security and safety of the premises at Keele House.
- No images may be captured from areas in which individuals would have an expectation of privacy.
- At all times the operation of the CCTV systems are to be conducted in accordance with the procedures set out in this document.

Operating Standards:

Processing CCTV Images:

It is imperative that access to, and security of the images is managed in accordance with the requirements of the DPA and the CCTV Code. At all times the following standards are to be applied:

- CCTV images not to be retained for longer than necessary. Data storage is automatically managed by the CCTV digital records which use software programmed to overwrite historical data in chronological order to enable the recycling of storage capabilities. This process produces an approximate 28 day rotation in data retention.
- Provided that there is no legitimate reason for retaining the CCTV images (such as for use in legal proceedings), the images will be erased following the expiration of the retention period.
- If CCTV images are retained beyond the retention period, they are to be stored in a secure place to which access is controlled and are to be erased when no longer required.

Quality of Recorded Images:

Images produced by the recording equipment must be as clear as possible in order that they are effective for the purpose for which they are intended. The standards to be met under the CCTV Code are set out below.

- Recording features such as the location of the camera and/or date and time reference must be accurate and maintained.
- Cameras must only be situated so that they will capture images relevant to the purpose for which the system has been established.
- Consideration must be given to the physical conditions in which the cameras are located i.e. additional lighting or infrared equipment may need to be installed in poorly lit areas.
- Cameras must be properly maintained and serviced to ensure that clear images are recorded and a log of all maintenance activities kept.
- As far as practical, cameras must be protected from vandalism in order to ensure that they remain in working order. Methods used may vary from positioning at height to enclosure of the camera unit within a vandal resistant casing.



Appropriate Signage:

Signs must be placed so that members of the public are aware that they are entering a zone which is covered by CCTV cameras.

Access to / Disclosure of CCTV Images:

Requests for access to, or disclosure of (i.e. provision of a copy), of images recorded on the CCTV systems from third parties (i.e. unauthorised persons) will only be granted if the requestor falls within the following types of person / organisation:

- Data Subjects (i.e. persons whose images have been recorded by the CCTV systems)
- Law enforcement agencies (where the images recorded would assist in a specific criminal enquiry)
- Prosecution agencies (including Managers in the course of Staff disciplinary proceedings)
- Relevant legal representatives of data subjects

Request from a Data Subject for Access / Disclosure:

Data Subjects (i.e. persons whose images have been recorded by the CCTV systems) have various rights under the DPA, including the right to be informed that personal data (i.e. images of themselves) are being recorded and the right to view such images. Should any person visiting Keele House have any questions concerning the operation of the CCTV systems or their rights with respect to any images of them recorded by the systems, the following procedure must be complied with:

- The Data Subject should be directed to an authorised person (normally the Residential Manager).
- The Data Subject is to be provided with a copy of the Information Leaflet attached at Annex A (which describes the purpose and operation of the CCTV systems at Keele House).
- The Data Subject is to be provided with a copy of the Subject Access Request Form attached at Annex B, this will enable them to make a formal request to view / receive copies of images of themselves.
- The Data Subject is to send the completed Subject Access Request Form to the Residential Manager.

The Residential Manager will liaise with the Responsible Individual to:

- Determine whether the request should be complied with
- Ensure that the relevant images are located
- Determine whether third party images (i.e. images of persons other than the Data Subject) are contained within the images
- Ensure that any third party images are disguised or blurred before access or disclosure is granted

The Residential Manager must ensure that a written acknowledgement is sent to the Data Subject as soon as practicable after receipt of the completed Subject Access Request Form. The written acknowledgment is to contain the following:

- The name of the Data Subject



- A request for further information to enable identification of the Data Subject or the relevant images (if necessary)
- A confirmation of the start date for the response period (see below);
- The name and signature of the Residential Manager

Once the images have been located and the Residential Manager and Responsible Individual have agreed that a Subject Access Request can be complied with, the Residential Manager must provide the Data Subject with written notice containing the following:

- The name of the Data Subject
- The date of receipt of the completed Subject Access Request Form
- A description of personal data (i.e. images of the Data Subject recorded on the CCTV systems at Keele House between (insert time) on (insert date))
- If the Data Subject elected in their completed Subject Access Request Form to view the images at Keele House, an invitation to contact the Registered Manager to arrange a viewing of the images during normal business hours
- The name and signature of the Registered Manager

If the Registered Manager and the Responsible Individual agree that a Subject Access Request cannot be complied with, the Registered Manager must provide the Data Subject with written notice containing the following:

- The name of the Data Subject
- The date of receipt of the completed Subject Access Request Form
- The reason for refusing to grant access to / supply the images requested (i.e. compliance with the request would, or would be likely to, prejudice the prevention or detection of crime, or the apprehension or prosecution of offenders; the images have already been erased etc)
- The name and signature of the Registered Manager

Request from a Data Subject to Prevent Processing / Automated Decision Taking:

In addition to rights of access, Data Subjects also have rights under the DPA to prevent processing (i.e. monitoring and recording CCTV images) likely to cause substantial and unwarranted damage to that person, or prevent automated decision taking (i.e. through the use of visual recognition software) in relation to that person.

Any person visiting Keele House who have any concerns regarding the operation of the CCTV systems, the following procedure must be complied with:

- The Data Subject should be directed to the Registered Manager to determine whether the Data Subject is making a request to prevent processing or automated decision making. If the Registered Manager determines that the Data Subject is instead making a Subject Access Request, the procedure set out above will be followed.
- The Residential Manager will liaise with the Registered Individual to determine whether the access / disclosure is necessary for the prevention, investigation and detection of crime, or the apprehension and prosecution of offenders, and whether the request should therefore be complied with.

The Registered Manager must ensure that a written acknowledgement is sent to the Data Subject as soon as practicable and in any event within 21 days of receiving the request containing the following:

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- The name of the Data Subject;
- Either a confirmation that: Keele House will comply with the request to prevent processing of the CCTV images likely to cause substantial and unwarranted damage to the Data Subject; or that;
- Keele House will not comply with the request to prevent processing of the CCTV images likely to cause substantial and unwarranted damage to the Data Subject and the reasons for this decision; or that;
- No automated decision in respect of the CCTV images has been made by Keele House

Request from a Third Party for Access / Disclosure:

Unlike Data Subjects, third parties who wish to have access to, or a copy of, CCTV images (i.e. images not of the person making the request) do not have a right under the DPA to access, and care must be taken when complying with such requests to ensure that neither the DPA or the CCTV Code are breached. As noted above, requests from third parties will only be granted if the requestor falls within the following categories:

- Law enforcement agencies (where the images recorded would assist in a specific criminal enquiry)
- Prosecution agencies (including Managers in the course of Staff disciplinary proceedings)
- Legal representatives of the Data Subject

In order to ensure compliance with the DPA and the CCTV Code the following procedure must be complied with:

- The Third Party should be directed to an authorised person.
- The Third Party must be provided with a copy of the Third Party Request Form

Any completed Third Party Request Form must then be given to the Registered Manager to:

- Determine whether the request should be complied with, including whether a request for the provision of the storage media on which images are saved should be complied with
- Ensure that the relevant images are located
- Determine whether third party images (i.e. images of persons other than the intended Data Subject) are contained within the images
- If applicable, ensure that any third party images are disguised or blurred before access or disclosure is granted

Once the images have been located and the Residential Manager and the responsible Individual have agreed that a Third Party Request can be complied with, the Registered Manager must provide the Third Party with written notice containing the following:

- The name of the Third Party
- The date of receipt of the completed Third Party Request Form
- A description of personal data (i.e. images of the Data Subject(s) recorded on the CCTV systems at Keele House between (insert time) on (insert date))
- If the Third Party elected in their completed Third Party Request Form to view the images at Keele House, an invitation to contact the Registered Manager to arrange a viewing of the images during normal business hours
- If the Third Party elected in their completed Third Party Request Form to receive a copy of the relevant images, references to a CD-ROM being enclosed which contains the relevant images of the Data Subject and the blurring of any third party images (if applicable)

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- The name and signature of the Registered Manager

If the Residential Manager and Responsible Individual agree that a Third Party Request cannot be complied with, the Registered Manager must provide the Third Party with written notice containing the following:

- The name of the Third Party;
- The date of receipt of the completed Third Party Request Form;
- The reason for refusing to grant access to / supply the images requested (i.e. compliance with the request would, or would be likely to, prejudice the prevention or detection of crime, or the apprehension or prosecution of offenders; the images have already been erased etc); and
- The name and signature of the Registered Manager

Disclosure to the Police:

If identified, CCTV footage will be freely shared with the police to aid them in the pursuit of an investigation into criminal activity against the premises or personnel of Aspireone Care. In all cases a record needs to be made including:

- The name of the Police Officer receiving the copy of the recording
- Brief details of the images captured by the CCTV to be used in evidence
- The crime reference number
- Date and time the images were handed over to the Police

Where information is requested from the police in pursuit of an investigation unrelated to criminal activity against the premises or personnel of Keele House, Aspireone Care will only make such disclosures on receipt of a Section 29 Data Protection Act Form signed by a Senior Police (inspector or above) and once satisfied of the following:

- That the purposes are indeed those relating to crime
- That failure to release would prejudice the Police investigation

In all cases a record needs to be made recording:

- The name of the Police Officer receiving the copy of the recording
- Brief details of the images captured by the CCTV to be used in evidence
- The crime reference number
- Date and time the images were handed over to the Police

Monitoring Compliance with the DPA and the CCTV Code

An annual assessment will be undertaken by the Registered Manager to evaluate the effectiveness of the CCTV systems at Keele House and its compliance with the DPA and the Code.

Complaints Procedure

Records of all complaints, and any follow up action, will be maintained by the Registered Manager in accordance with the guidelines set out by Aspireone Care @Making Your Views Known Policy'

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INFORMATION LEAFLET FOR THE OPERATION OF CCTV AT KEELE HOUSE

This leaflet contains information and advice about the operation and management of the closed circuit television (CCTV) systems at Keele House. It also provides information relating to your rights under the Data Protection Act 1998 (DPA).

Why do we have CCTV at Keele House?

The purpose of the CCTV systems are to enable the prevention, investigation and detection of crime, apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings), public, employee and resident safety and monitoring security of premises at Keele House.

How is it controlled?

The DPA provides a legal framework under which all personal data relating to individuals is processed, which extends to the recording of images on CCTV systems. The governmental authority that oversees and enforces the DPA, the Information Commissioner, has also issued a code of practice that specifically applies to CCTV (CCTV Code). To ensure compliance with the DPA and the CCTV Code, Aspireone Care have introduced policies and procedures under which the CCTV systems at Keele House are to be operated. This Policy addresses issues such as who may have access to the monitoring and data storage equipment and contains guidelines for the operators to ensure that individual's privacy is respected.

How does it operate?

The systems are operated by Keele House Management and monitored 24 hours a day, every day of the year. Images from the cameras are recorded and held for a minimum of 28 days. If there is no legitimate reason to keep the recording, the data is erased thereafter.

Who uses the images?

Access to the images recorded by the CCTV cameras is restricted and images can only be disclosed in accordance with the DPA and the CCTV Code. As a consequence, persons who are not involved in the operation or supervision of the CCTV systems at Keele House will only be granted access to, or disclosure of, the recorded images where such access or disclosure is necessary for the prevention, investigation and detection of crime, or the apprehension and prosecution of offenders. In every case Aspireone Care requires a written request to be made setting out the reason(s) for which the images are required. Normally disclosure will only be granted to the following third parties:

- Law enforcement agencies;
- Prosecution agencies; and
- Relevant legal representatives.

Can I see the images?

You are entitled to access personal information which is held about you by a third party, which extends to images of you recorded by the CCTV systems at Keele House. If you wish to exercise your right to see such images you will need to complete a Subject Access request form, available from Keele House. In order for us to be able to locate the relevant images on the Subject Access request form you must be able to clearly identify yourself and the date, time, location in which you think you were recorded. Remember that images will ordinarily be erased after 28 days. Keele House will respond within 40 days of receiving the required information either identifying the steps taken to comply with the request, or setting out the reasons for refusing the request.

How do I make a complaint?

If you require further information about any aspect of the CCTV systems or you wish to make a complaint, please contact the Residential Manager at Keele House using the details at the foot of this leaflet.

For further information write to:

**The Registered Manager
Keele House
27 Galingale View
Newcastle Under Lyme
Stoke On Trent
ST5 2GQ
amy.powell@aspireonecare.com**

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DATA PROTECTION ACT 1998 SUBJECT ACCESS REQUEST FORM CCTV AT KEELE HOUSE

(Please use BLOCK CAPITALS to complete this Form)

The Data Protection Act 1998 (DPA) provides Data Subjects (individuals to whom "personal data" relates) with a right to access personal data held about themselves, including images recorded on closed circuit television (CCTV) systems.

To enable Keele House to deal promptly with your request for access, please complete the form, giving as much information as possible to help us identify your personal data. Under the terms of the DPA, Keele House has 40 days to comply with your request. This time period will ordinarily commence on the date that your completed form, containing sufficient information to enable Keele House to locate the relevant images, are received by Keele House Residential Manager.

PERSONAL DETAILS OF THE DATA SUBJECT

Title Surname: _____

First Name(s): _____

Date of Birth ____ / ____ / ____

Male / Female (Please Circle)

Permanent Residential Address:

Post Code: _____

Daytime Telephone Number: _____

INFORMATION REQUIRED TO LOCATE IMAGES

In order for Keele House to identify the images you require access to, please provide the following information:

- The exact date(s), time(s) and location(s) of the CCTV systems camera(s) which captured the footage required:
- Sufficient personal characteristics to enable identification of the Data Subject (a full description including hair colour, clothing etc) together with a photograph. Please use separate sheet of paper if necessary:

ACCESS TO IMAGES

Assuming Keele House is able to locate the required images, please select(*X*) which of the following will satisfy your request:

- I would like to view the relevant images at Keele House ()
- I would like to be sent a copy of the relevant images ()

ACKNOWLEDGEMENT

I acknowledge that it may be necessary for Keele House to contact me in order to obtain further information in order to be satisfied as to my identity or to locate my personal data.

I acknowledge that if Keele House is of the opinion that complying with this request would, or would be likely to, prejudice the prevention or detection of crime, or the apprehension or prosecution of offenders, Keele House has the right under the DPA to decline this request.

Signature: _____ Date ____ / ____ / ____

Return this form to:
The Registered Manager
Keele House
ST5 2GQ



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1. Scope

Children/young people, staff, visitors

2. Overview

Coronavirus disease (COVID-19) is an infectious disease. As a group, coronaviruses are common across the world. Coronavirus (COVID-19) is a new respiratory illness that has not previously been seen in humans. People of all ages can be infected by the new coronavirus. It is not known how coronavirus spreads from person to person, but similar viruses spread by cough droplets. There is no medication available to cure the disease however as of December 8th 2020, a vaccine is being rolled out in a tier system with vulnerable being priority.

3. Symptoms

Typical symptoms of coronavirus include fever/temperature, a cough that may progress to severe pneumonia - an infection that inflames the lungs and causes shortness of breath and breathing difficulties. This is where the main danger lies. Generally, new coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

In summary the main symptoms are:

- high temperature
- new, continuous cough
- loss your sense of smell or taste or it's changed

4. High consequence infectious disease

Public Health England (PHE) and NHS England have agreed on coronavirus disease as a high consequence infectious disease (HCID) of airborne type, which is spread by respiratory droplets or aerosol transmission, in addition to contact routes of transmission. In the UK, a high consequence infectious disease (HCID) is defined according to the following criteria:

- acute infectious disease
- typically has a high case-fatality rate
- may not have effective prophylaxis or treatment
- often difficult to recognise and detect rapidly
- ability to spread in the community and within healthcare settings

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- requires an enhanced individual, population and system response to ensure it is managed effectively, efficiently and safely.

5. Prevention of spread of coronavirus

The organisation is committed to providing quality services to children/young people. To ensure staff and children/young people are safe, we have introduced the following measures to minimise disruption to our services and maintain safe levels of staffing. The management team should ensure:

- **HANDS – FACE – SPACE** – ensure a 2-meter distance is kept between staff & young people within the home & during essential outings such as shopping.
- Adults & young people over the age of 11 must wear a face mask when indoors in a public place.
- The current government guidance on COVID-19 is available to staff.
- Staff follow infection control guidance.
- Places frequented by children/young people have a policy and strategy in place in relation to COVID-19.
- Face-to-face contacts with customers/suppliers/visitors are reduced if the COVID-19 virus becomes more widespread. All visitors follow our strict procedure below.
- Visitors are vetted against risk criteria prior to attending our homes.
- Hand washing guidance is available and displayed prominently in services.
- COVID-19 prevention supplies are available at the service (e.g., soap, hand sanitiser that contains at least 60% alcohol, tissues, bins, and disposable facemasks in case someone becomes ill.)
- Everyone uses the QR code displayed at all entrances to the homes for the NHS track & trace

Suspected cases of COVID-19 **MUST be escalated without delay to the management team. In the case of a COVID-19 confirmed case, the service must follow the instructions from the Public Health England (PHE) local Health Protection Team.**

5.1 Children/young people

- Children/young people must wash their hands on entering the building. This will help prevent the spread of coronavirus (COVID-19). If a child/young person is showing symptoms of COVID-19 without delay, get a test as soon as possible. It is easy & simple to book a visit to a test site to have the test today. Test sites are open 7 days a week. Order a home test kit if you cannot get to a test site. The test needs be done in the first 8 days of having symptoms. On days 1 to 7, you can get tested at a site or at home. If you're ordering a home test kit on day 7, do it by 3pm. On day 8, you need to go to a test site - it's too late to order a home test kit.
 - The child/young person must be isolated in their own room for a minimum of 14 days depending on the results of the COVID-19 test
 - The manager, on-call or the senior on shift must contact NHS 111 to seek advice.
 - Staff should clean frequently touched surfaces and take steps to minimise the risk of transmission of COVID-19 through safe working procedures.
 - Staff can continue to enter and leave the service as required - however, consistent staff rotas should be used where possible and staff should follow infection control procedures.
 - Other children/young people in the home should remain in isolation for 14 days, following the 'COVID-19: guidance for households with possible coronavirus infection.'
 - The child/young person should minimise as much as possible the time they spend in communal areas of the home.
 - The child/young person should avoid using the kitchen while others are present and, if they can, they should take their meals back to their room to eat.
 - The child/young person should aim to keep 2 metres (approximately 6 feet) away from others communal areas of the home.
 - If available, the child/young person must use a separate bathroom from other children/young people. If a separate bathroom is not available, it is important that the bathroom is cleaned after use every time.
 - The manager should ensure: communal areas of the home are well ventilated; consider drawing up a rota for bathing, with the child/young person showing the symptoms using the facilities first; and shared towels for drying hands in bathrooms are removed.
 - If the child/young person is using their own utensils, they should remember to use a separate tea towel for drying these.

- If available, a dishwasher must be used to clean and dry the used crockery and cutlery. If this is not possible, the crockery and cutlery must be washed using a usual washing up liquid and warm water and dried thoroughly.
- In situations such as washing and bathing, personal hygiene and contact with bodily fluids where close personal contacts with a child/young person with symptoms of COVID-19 are required, staff should use personal protective equipment (PPE). New PPE must be used for each episode of care. Used PPE must be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being disposed of as normal.
- Personal waste (such as used tissues, continence pads and other items soiled with bodily fluids) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being disposed of as normal.
- To minimise the possibility of dispersing virus through the air, dirty laundry of a person showing symptoms of COVID-19 must not be shaken before washing. Items should be washed in accordance with the manufacturer's instructions. Dirty laundry that has been in contact with an ill person can be washed with other people's items. Items heavily soiled with body fluids, such as vomit or diarrhoea, or items that cannot be washed, should be disposed of, with the child/young person's consent.

5.2 Staff

- All staff entering the home MUST take their temperature & record it at the start of every shift.
- Staff must wash their hands on entering the building with either soap & water or hand sanitiser. This will help prevent the spread of coronavirus (COVID-19).
- If a member of staff shows symptoms of coronavirus, or if they have been in close contact with people who have contracted new coronavirus, they:
 - Must contact the home manager or on call immediately to gain cover & provide instructions on the next steps.
 - the manager will possibly instruct the member of staff to leave the home immediately
 - must not come to work if they have not started their shift.
- If you are unsure if you have the symptoms use the link below:
<https://111.nhs.uk/covid-19>

The symptoms are:

- high temperature
 - new, continuous cough
 - loss your sense of smell or taste or it's changed
-
- The staff member must notify the manager even if the symptoms are mild. Our priority is to protect the children/young people and colleagues as far as possible from the transmission of the virus.
 - Staff advised to self-isolate may be able to work from their home dependent upon job function. The management team may ask those staff who are not delivering frontline support to work from home should the COVID-19 virus becomes more widespread.
 - NHS has launched a tool to generate self-isolation notes for employees to send to their employer. If a member of staff is advised to self-isolate, they can access the tool via the NHS app or online: <https://111.nhs.uk/isolation-note/>.

5.3 Visitors

- All visitors must have an appointment with the home prior to attending. All visitors must of completed the COVID-19 questionnaire & returned it to the home within the last 24 hours of visiting

Upon arrival

- Visitors MUST wear a face mask
 - Use hand sanitiser immediately
 - Scan the QR code displayed near all entrances to the home - via the NHS COVID-19 app – check in via the venue
 - All personal details MUST be completed in the home's visitors' book
 - Take the temperature of the visitors with the digital thermometer
 - Complete COVID-19 questionnaire & pass to office
 - If any of the answers are YES then the visitor's meeting must be rescheduled & the visitor asked to leave immediately.
-
- No visitor with the symptoms (outlined above) must be allowed to visit the home.



6. How to avoid catching and spreading germs

Staff should consider the following to help stop germs like new coronavirus spreading:

- Hands – Face – Space – ensure a 2 meter distance is maintained at all times between members of staff & young people.
- Always wear a face mask when in doors out of the home – ie super markets, public transport, shops, hairdressers, etc
- If symptoms are detected – follow the above procedure, get tested, isolate. If test is positive isolate for 10 days – if a family member in your household tests positive isolate for 14 days.
- No more than 6 people to gather in a group.
- Avoid travelling to other parts of the UK unless for education or health reasons
- Team meetings will be carried out via conference calls or in the home should this be safe.
- Avoid the young people going to food shops with staff
- Always carry tissues and use them to catch cough or sneeze. Then bin the tissue, and wash hands, or use a sanitiser gel.
- Check & record staffs temperature on arrival to the home prior to the start of their shift
- Wash hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available. Aqueous cream (mixed with a little water) can be used as a soap substitute for sensitive skin.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

Staff can also lower the risk of spreading germs by:

- keeping surfaces clean, especially kitchens, bathrooms and door handles
- using clean cloths to wipe surfaces.

7. Notifications

Due to its serious nature, confirmed or suspected cases of coronavirus (COVID-19) at the home are
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notifiable. The manager, on-call, or senior on shift must without delay notify Ofsted, the placing authorities of children/young people, and each other relevant person. Any notification given orally must be confirmed in writing.

8. Related documents

- Infection Control Procedures
- Visitors Policy
- COVID-19 Visitors questionnaire

9. References

- Coronavirus: latest information and advice, GOV.UK
- NHS guidance on novel coronavirus (COVID-19)
- Novel Coronavirus (COVID-19) advice for the public: Myth busters, World Health Organisation
- High consequence infectious diseases (HCID) - Guidance
- NHS how to wash your hands - Healthy body
- Contacts: PHE health protection teams - Guidance
- COVID-19: residential care, supported living and home care guidance, GOV.UK
- COVID-19: guidance for households with possible coronavirus infection, GOV.UK
- Coronavirus (COVID-19): guidance on isolation for residential educational settings, GOV.UK
- Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19, GOV.UK