

Summary of factors to consider for re-opening Day Care Service

		Questions to consider	Met/unmet – Action required
	All day services	<p>Can we confirm that we have considered and met all the required safety checks that will allow our service to reopen. Please refer to the Scottish Government Cabinet Secretary's letter and the operational guide for day services developed in response to COVID (Care Inspectorate/Shared Care Scotland) for more information.</p> <p>Are we confident that we know what to do if there is outbreak? More information can be found here.</p>	
Overall service provision	Outdoor/community - based services	<ul style="list-style-type: none"> • How will your service ensure physical distancing rules are maintained? • Will this require changes in attendance e.g. reduced days/ hours/cohorting? • Will face coverings be required? • Will weather affect your plans, and what is your contingency? • How will you address access to toilets in the community? • How will you ensure that hand hygiene is maintained? • How will you address any issues that might arise re: access to food and fluid? • How will you address travel for both staff and people using the service? 	

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Overall service provision	Services with no personal care	<ul style="list-style-type: none"> • What checks will you need to undertake on the building e.g. PAT testing/water testing? • Can you provide your service in a different way to meet need? • Will changes be required in attendance e.g. reduced days/hours/cohorting? • Can your centre be zoned to support cohorting? Can you keep the same people coming on the same days? How will this affect relationships? • Will this require staffing changes e.g. shift patterns? • Can you keep indoor spaces ventilated well? Could you make more use of outdoor spaces, & would this require new equipment e.g. gazebos? • Can you create a one-way system for entry/exit? • What is your drop off/pick up procedure? 	
	Services providing personal care	<p>In addition to the above:</p> <ul style="list-style-type: none"> • What PPE will you need? 	
		<ul style="list-style-type: none"> • How will you access PPE and where will you store it? • What procedures do you have in place for those people who use your service who cannot observe physical distancing or who may present with behaviours that increase risk such as spitting or biting? • What procedures do you have in place for activity that requires close contact (within physical distancing parameters) such as personal/intimate care, holding safely, assisting someone to eat and drink? 	

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Hygiene	Food and drink preparation	<ul style="list-style-type: none"> • Will you need to change your approach to what you offer re: eating and drinking? For example, do you expect people to bring their own? • If you are providing food and drinks, what additional hygiene measures need to be in place? • What are the arrangements for cleaning food and drink crockery and cutlery? • If people need help to eat, what PPE will be required? 	
	Communal area/frequently touched areas	<ul style="list-style-type: none"> • Will you be able to maintain physical distancing in communal areas? • How will you ensure these are kept clean throughout the day? • What checks are in place to monitor cleanliness on frequently touched areas e.g. check sheets? • Do you have an enhanced cleaning schedule? • Are more support staff required? 	
	Maintaining good hand and respiratory hygiene	<ul style="list-style-type: none"> • What handwashing facilities do you have? Do these need to be extended? • Is it safe to set up additional handwashing stations? If not, what alternatives can you use? • Are handtowels, tissues, and bins available in appropriate areas? • Will you suggest those using the service wear a fresh set of clothes each time they come to the service for hygiene reasons? • How will you support people who need additional help with coughing and sneezing hygiene? 	

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Hygiene	PPE	<ul style="list-style-type: none">• Are your staff clear on what PPE is required for which situation?• Are staff trained on how to put it on and take it off PPE safely? Where will they do this to minimise risks?	
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Hygiene		<ul style="list-style-type: none"> • How will you access PPE? • Where will you store it safely? What are your contingency plans if PPE runs low? • Have staff been advised on requirements on what to wear to work & laundering requirements? • Have you worked out roughly how much PPE is required? • Have you contacted the supplier you use to discuss your PPE requirements? • What are your contingency arrangements if you need support to access PPE if your BAU routes have been exhausted? 	<p>We monitor levels of PPE on a weekly basis. This will allow us to plan.</p> <p>We have a few suppliers identified to increase the likelihood of being unable to obtain PPE should supply routes fail.</p>
	Overall hygiene	<ul style="list-style-type: none"> • What are your plans for daily cleans/increased frequency? • What are your arrangements for cleaning between groups/individuals who use the service? • Can layouts be changed to make cleaning easier e.g. removing clutter/unnecessary items? • Do you have sufficient cleaning supplies/PPE for cleaning? • Do you have cleaning protocols e.g. what is to be used where and when? • Who has overall responsibility for supervising cleaning? • Are staff clear on the cleaning procedures? 	<p>Met-</p> <p>We have purchased anti-viral cleaning products.</p> <p>Layouts have been changed and unnecessary items have been removed to aid with cleaning.</p> <p>The Locality leader will have overall responsibility over monitoring on the new cleaning procedures.</p>

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Test and Protect	Overall test and protect	<ul style="list-style-type: none"> • How will you ensure that staff and people using the service are aware of the Test and Protect requirements? • Do you know who to contact in your Local authority, HSCP/Public Health for help and advice? • What is your reporting procedure to support track, trace, and isolate strategy? • Do you know where to access testing for staff and people using the service? 	<p>Met- We have signage in place that details why we are collecting the data for Test and Protect.</p> <p>We will utilise our internal database (SIS) to record attendance at a day-care session and which employees have supported. We will use this data if someone becomes a confirmed case.</p> <p>Local Public Health team contact numbers have been made available.</p> <p>We will utilise testing through the keyworker route as required.</p>
	Staff	<ul style="list-style-type: none"> • What measures are in place if a member of staff exhibits symptoms of COVID-19 while at work? E.g. isolation • Is your 'call tree' up to date re: N.O.K? • What is your criteria for ongoing monitoring e.g. do staff need to be tested regularly, or do you take a risk-based approach based on symptoms? 	<p>Met- We have procedures in place in relation to an isolation room.</p> <p>Employees are advised to keep up to date with the HPS guidance. The area will be put out of use and deep cleaned in accordance with guidance.</p> <p>Alzheimer Scotland call tree has recently been updated.</p> <p>We have based our approach on employee testing on the Scottish Government guidance therefore at this stage staff testing is not routine. This will continually be reviewed.</p>

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Test and Protect		<ul style="list-style-type: none"> • What records will you keep on staff/those using the service in case there is a need of track and trace? • What contingency plans do you have in place if staff must isolate? 	<p>Records are kept on our internal electronic database (SIS).</p> <p>As part of the Service Agreement families will be advised that sessions will cease</p>
	People using the service	<ul style="list-style-type: none"> • How will you identify anyone who is symptomatic? • What measures do you have in place for someone who exhibits symptoms while using the service? • What are your procedures for the person returning to the service post-isolation/positive result? • What systems are you putting in place to ensure risks are minimised e.g. asking about coughs or symptoms, daily check ins before using the service... 	<p>Met- Employees are aware of the symptoms and how these may present atypical with certain groups.</p> <p>We have an isolation room and emergency contacts will be kept up to date.</p> <p>As part of the Service Agreement families have been advised that sessions will cease</p> <p>We will follow NHS advice re a positive result and symptoms commencing.</p> <p>We will have pre-session calls to check that no symptoms are displayed by the person attending or someone else in the home.</p> <p>Staff will take their own temperature and take the persons attending temperature when they arrive.</p>
Transport/ travel	Travel to and from the service/centre	<ul style="list-style-type: none"> • What measures will you need to put in place to support safe travel arrangements? • Can individuals travel safely to use the service? • Can the family/carer drop off? • How will you ensure face coverings are used if using public or shared transport? • How will you support clients, where possible, to adhere to face covering advice if using public transport? • Will transport arrangements impact on your staffing/changes to shift patterns? 	<p>Met- Transport is a barrier to people using the service in Midlothian.</p> <p>Self-transport is the preferred method, otherwise Lothian Community Transport Service (LCTS) can safely transport a maximum of 3 people using the service and one escort on each journey.</p> <p>The vehicle used will be for the sole use of Bungalow attendees and Alzheimer Scotland employees/bus escorts.</p>

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Transport/ travel	Group transport	<ul style="list-style-type: none"> • Is group transport used? • What changes will you need to make to this to meet guidelines? • Will you need to introduce cohorts/bubbles for transport? • If you do use group transport what additional hygiene measures will need to be put in place, e.g. cleaning of high touch areas? 	<p>Met- Cohorts/bubbles will be introduced.</p> <p>LCTS have transport risk assessments in place; including social distancing on bus, regular cleaning of touch areas between journeys and vehicle fogging. On shared transport, people will be facing away from each other and all advised to wear a mask. Some people using the service may be exempt from using masks.</p>
Staffing	Health and Safety	<ul style="list-style-type: none"> • Have you conducted a risk assessment for your service and with your staff? • Have staff been trained in the new measures e.g. PPE, cleaning protocols? • What measures do you have in place for testing? • What record keeping will you have in place for staff? 	<p>Met- Risk assessments are in place and shared with the team for input.</p> <p>Employees have utilised the NHS workforce resources.</p> <p>Prior to re-opening the team will spend time going through all the new procedures/ changes to the workplace.</p>

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Staffing	Staff numbers	<ul style="list-style-type: none"> • Will changes to services e.g. increased hours/lower numbers/cohorting require different staffing numbers? • Will any of your staff not present for duty owing to concerns regarding their own health/if shielding is in place? • What are your arrangements for staff who cannot work owing to isolation? • What are your staff contingency plans if a number are 'out' due to isolation? 	<p>Met- We have the required staff to meet the needs of the service now and as we accept more referrals.</p> <p>HR will be consulted regarding specific employee related health issues. All employees are offered their own individual risk assessment prior to returning to Day Care service.</p> <p>Employees will be supported to self-isolate should it be required; employees are aware they should only attend work if they are well and displaying no symptoms. Care Inspectorate notifications as necessary.</p>
	Staff training and support	<ul style="list-style-type: none"> • How will you train staff in all the new requirements? • How will you support staff who will have concerns about returning to work? • How will you support the ongoing well-being of staff? • How will you cascade information to staff to keep them informed? 	<p>Met - HR support for those that are concerned. Additional support if required.</p> <p>They have had the opportunity to feed into the risk assessment.</p> <p>Alzheimer Scotland has an employee assistance programme in place and access to occupational health.</p> <p>We have utilised our intranet to cascade information to employees. Regular staff meetings with H&S as a standing agenda item.</p>
People using the service and their carers	Communication	<ul style="list-style-type: none"> • How will you keep those using the service and their carers informed? • How will you consult with those using the service and their carers on issues that affect them such as changes to the delivery? • How will you make provisions for people using the service and their carers to provide feedback? 	<p>Partially Met- We are discussing all plans and the safety measures we have put in place with the families we support and reaching agreement with the proposed changes.</p> <p>We will keep in regular contact with the families to discuss ongoing concerns and feedback and will discuss solutions to these, with the families we support.</p>

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People using the service and their carers	Hygiene protocols	<ul style="list-style-type: none"> • How will you keep those using the service informed of the correct procedures for your hygiene measures e.g. expectations regarding drop off and pick up, changes of clothes • Have you thought of putting in place a one-way system for drop off and pick up? 	<p>Met-</p> <p>A new Support Agreement will be in place which will set out how we will provide support, our responsibilities and the responsibilities of those we support and their families. This will include pre visit phone calls, hygiene measures and arrangements for pick up and drop off.</p> <p>We are also producing a short film showing the changes within our service, which highlights hygiene and drop off and pick up procedures, along with written guidance.</p>
	Contingency arrangements	<ul style="list-style-type: none"> • Have you developed service contingency arrangements in the event of a positive COVID19 test result? • Have you put in place arrangements should your service be instructed to close? 	<p>Met-</p> <p>A register of attendees, visitors and staff will be kept to support the NHS Test and Protect system.</p> <p>If the service is instructed to close, we will communicate with families and provide telephone support, if appropriate</p>