



Saint Catherine's roadmap to changing COVID-19 restrictions

Contents

1. Introduction

The government's roadmap to exiting the current lockdown restrictions in England can be read in full here: [COVID-19 Response – Spring 2021](#).

The government's chief medical officers have also reduced the current COVID-19 pandemic alert level from 5 (the highest) down to 4 as of 25th February 2021 in [their statement here](#).

The remaining key dates and steps for reference are:

1. Step 1 – 8th March and 29th March 2021 – all complete
2. Step 2 – 12th April 2021 – our shops reopened and all complete
3. Step 3 – 17th May 2021
4. Step 4 – 21st June 2021

As the changes occur externally to the hospice we have developed our scale-down approach across a number of areas. We have developed this document as a reference to Saint Catherine's roadmap and is available for all staff, volunteers, visitors and those who attend Saint Catherine's main hospice site and all other shops and premises.

We are linking our approach to the dates in the government roadmap, accepting these may change. In this paper it refers to the government roadmap dates, BUT it is accepted these may change and so our roadmap will align with the ACTUAL DATE OF CHANGE whatever this is.

We will also account for specific changes in government guidance and advice to NHS organisations, care homes, retail and office environments to ensure our decisions align with the more specific detailed advice. This is likely to require a flexible and adaptive proactive response at all times.

At all times our approach will continue to be based on our local Saint Catherine's Hospice risk assessment, as we have continued to do since the start of the COVID-19 pandemic. It will place the health, safety and welfare of our patients, their families and carers, our staff and our volunteers first in all our considerations.

2. Top Line Alert Level System – in place

Last year in August and September we developed this 'Alert Level System' model as part of our business continuity planning. This was agreed by our Leadership Team. This framework is also aligned with our local Saint Catherine's Hospice risk assessment and any changes to this.



3. Change to delineation of IPU clinical area – from 12th April 2021

We have agreed to relocate the line delineating the IPU clinical footprint to exclude the Hospice at Home and the area behind reception. This will mean that the only PPE required in these areas will be the same as the rest of the hospice and this will be face masks.

Patient visitors will still need to don the appropriate PPE as they do now as they will be entering the clinical area.

Within the clinical footprint PPE will be according to the stipulated levels in place.

4. IPU visiting – from 12th April 2021

With the changes to the alert level and using the government roadmap as a guideline, we will continue to keep under review our visiting arrangements to fit with our agreed framework and risk assessment. We have reduced our alert level and are now operating visiting at **Amber** level.

We have in place our agreed visiting arrangements framework and a developing draft visiting policy.

i. There is still clear provision in the government roadmap for relatives to help support and care for loved ones with associated testing and use of PPE, if this helps support the patient in the hospice.

ii. Now there is free LFD testing for all, we are encouraging/asking patient visitors to undertake the free LFD test before attending.

iii. Although there are other external changes proposed from 12th April 2021 there is nothing to suggest we should change visiting arrangements any further at this point.

iv. From 17th May 2021 the government roadmap will allow all accommodation to be open and overnight domestic stays. At this point we will consider opening up to overnight accommodation/stays for relatives.

v. We will provide access to food and refreshments, which could be achieved through an ordering system and/or re-introduction of specific IPU hospitality volunteers to help at this point.

5. PPE Scale-Down – from 13th April 2021

This is in line with our updated PPE standards as mandated on 12th April 2021, reducing levels to **Amber**.

As we progress on our Saint Catherine's roadmap we will:

i. These updated PPE standards will remain in place until at least 17th May 2021 without any change.

ii. We will further consider what changes may be required from 21st June 2021 onwards based on government advice and guidance.

iii. IPU staff can use FFPIII in place of a respirator mask.

iv. Community staff will scale down use of PPE to a FFPIIR mask and where appropriate gloves and aprons. If required an FFPIII fit-tested will be used. AGPs would require full PEE requirements.

v. Any exceptions to these standards will need to be risk-assessed.

6. Staff returning to work in offices – not before 21st June 2021

There is no change on this or social distancing measures until at least 21st June 2021. We will need to consider at what stage we ask more people to attend work rather than work from home. The impact will be on the 'indoors social distancing' measures. **At this stage the government's roadmap continues to ask people to work from home where they can until at least 21st June 2021.**

i. We will continue to operate with as many staff as possible continuing to work from home until at least 21st June 2021.

ii. We will need to maintain social distancing and face mask FFPIIR fluid repellent mask wearing in at the main hospice site at all times.

iii. With the re-introduction of students and any future re-introductions of volunteers we will need to ensure we do not have too many people on site.



iv. We will consider asking people to always walk on the left in the direction they are travelling to help in communal areas.

7. Entrance to hospice – from 12th April 2021

We will continue to use the IPU as our primary entrance and will not use the main or education receptions until at least 17th May 2021. Any changes will be updated in this document and communicated to all.

8. Volunteers returning to main hospice – not generally before 21st June 2021 with some exceptions

We have re-introduced volunteers to help with visitors to our IPU out of hours, and as yet have not re-introduced any further volunteers on site. We have also re-introduced volunteers into our shops.

At this stage the government's roadmap continues to ask people to work from home where they can until at least 21st June 2021 and we need to consider this as we think about re-introduction of volunteers and potential conflicting messages.

We need to continue to communicate a united message about volunteer re-introductions and how limited this may be until at least 21st June 2021.

9. Grapevine and refreshments arrangements – from 12th April 2021

The importance of maintaining social distancing measures will continue as already highlighted until at least 21st June 2021. We recognise that continuing to stick to the specific times for different teams does need to change.

Therefore, we are asking staff to use common sense and to find another location for lunch if the Grapevine is full. This may be the Education lecture room, which is being made available, or alternatively outside as the weather improves, or empty office spaces. If none of these are possible we would ask staff to be considerate to those who have set times for breaks due to staffing, especially those in clinical areas for example.

10. Shops re-opening – from 12th April 2021

In alignment with the government roadmap, all retail can re-open from 12th April 2021. There will be no changes to the social distancing requirements as is made clear in the government roadmap and these will need to continue to be strictly enforced by shops.

This means the arrangements we had in place for re-opening shops in 2020 will continue to remain the same until at least 21st June 2021.

This will impact the number of customers we can allow into our shops at one time, and indeed the number of volunteers we will be able to bring back into the shops at one time. It may also impact those volunteers who do actually want to return to help in the shops.

There will be no change to social distancing arrangements until the government task group reports and changes are made after 21st June 2021.

11. Cleaning and sanitisation – from 12th April 2021

We will continue to determine changes to cleaning and sanitisation processes and procedures as we transition through our Alert Level System. At this time there are no changes to our arrangements and processes.

12. Basic hygiene requirements and IPC – from 12th April 2021

We will continue to maintain our clear message and focus on "Hands, Face, Space" for the foreseeable future. There are no changes to our basic hygiene and IPC (infection prevention and control) requirements at this time.

13. Testing – from 12th April 2021

The testing arrangements currently in place for all members of staff, volunteers, contractors and visitors to the hospice site are:



- i. Staff testing will continue until further notice, as 2 LFD tests per week and 1 PCR test per week. The PCR and one LFD test should be undertaken on the same day, and ideally on the same day each week.
- ii. Contractors will need testing on the day of attending site. If they have been tested in another business and can provide the NHS message as evidence of that test, this would be acceptable, otherwise they will need to undertake a further test before being allowed on our site.
- iii. Now there is free LFD testing for all we are encouraging/asking patient visitors to undertake the free LFD test before attending. The only exception is when visitors are called in for the last hours of life and need to go direct to the patient room. This will be managed by the IPU staff.

14. Re-opening of services

Clinical services have seen a very dynamic period throughout COVID-19. As many services as possible were maintained and evolved from March 2020. A few key services had to be suspended or scaled back at the start of the pandemic for a variety of reasons e.g. staff vacancy, sickness absence, redeployment, risk and commissioning request.

The services most affected were Wellbeing Service, Outpatients, Care Home Support Team and Lymphoedema Service. Other services had to work in very different ways, for example Community CNS team and Patient and Family Support Services.

Our Lymphoedema Service is now fully back up and running in a COVID-19 compliant way.

It is worth noting that medical outpatients clinics continued throughout COVID-19 either via video link or domiciliary visit, however plans are being made to restart COVID-19 safe face-to-face outpatient MDT clinics in the very near future. This increase in clinic capacity will be taking an incremental approach whilst assessing risk at all times.

The Community CNS team has continued domiciliary visits since the initial lockdown, however moving forward they will retain the ability and use of virtual assessment as well as face-to-face contacts.

The Care Home Support Team service remains suspended on the request of commissioners at this time and the staff are currently redeployed to community Hospice at Home service. Dialogue is ongoing with commissioners about a date to restart this service.