# Coronavirus – Contingency Planning Checklist – Service Delivery

We recognise that many organisations have already implemented lots of contingencies to reduce the impact of Coronavirus. However, for organisations who are just starting to work through this process, the following information may be a useful starting point. This is not an exhaustive list and should be added to by the planning team.

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| **Contingency Planning – Service Delivery** | | | | |  |
| **Installation & Maintenance** | **Comments** | **Follow Up Action** | **By When** | **By Who** | **Action Complete** |
| Consider suspending pre-planned maintenance and focus on emergency maintenance/replacement only |  |  |  |  |  |
| Minimise non-essential installations to free up capacity.  Prioritise installations to support Hospital Discharge Schemes, in order to support NHS and avoid bed blocking at a time when the NHS is stretched. |  |  |  |  |  |
| Check stock levels to review whether there is sufficient stock to support continuation of the service for urgent installations and repairs. |  |  |  |  |  |
| Consider the possibility of implementing postal service for some installations i.e. sending out equipment and working with family/carers to support the installation. This may require:   * Development of ‘installation guidance’ * Follow up check/test calls to ensure the equipment has arrived with the service user and has been installed. |  |  |  |  |  |
| **Implement improved decontamination routines.**   * Staff vigilance reminders – ensuring they clean hands prior to and post exit to service user property * Ensure PPE equipment is available for use * Ensure contaminated equipment removed from service user properties are ‘bagged’ prior to leaving the property. * Ensure ‘scrap stock’ is cleaned prior to disposal. * Avoid dirty equipment being left – clean with sanitiser etc. as soon as possible. * Introduce more extensive cleaning routines for all equipment. * Implement thorough vehicle cleaning e.g. ensuring steering wheels/gear sticks etc. are decontaminated between shifts, after visits to service users etc. * Remind staff to use hand sanitiser after fuelling up the vehicles (fuel pump handles and chip and pin machines are easily contaminated) |  |  |  |  |  |
| Prior to attending an ‘on-site’ installation, conduct a pre-assessment call which includes basic ‘triage’ questions to identify ‘at risk’ of coronavirus symptoms.  A further ‘doorstep’ check should be made by the installer where possible, to assess the risk of entering the property. |  |  |  |  |  |
| If unable to complete an installation due to Coronavirus implications, ensure there is a process to update the referrer |  |  |  |  |  |

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| **MONITORING** | **Comments** | **Follow Up Action** | **By When** | **By Who** | **Action Complete** |
| **Centres are already reporting an increase in delays for response from the ambulance and 111 services. This has a knock-on effect for TEC monitoring centres capacity to respond to calls.**  **Maintaining sufficient staffing levels to cope with the increase in call volume will require careful planning and management.** |  |  |  |  |  |
| **Infection Control within the control centre as detailed in the ‘General’ checklist, including:**   * Restricted access – essential staff only * Meet & greet – checks to ensure people entering the control room are using the hand sanitiser * Restrict staff from physical contact e.g. no hand shaking/hugging etc. |  |  |  |  |  |
| **Triage Questions:**   * Ask some initial ‘triage’ questions to ascertain if there may be a risk of ‘coronavirus’, which should inform the call handlers decision making process and also the information to pass onto responders/ambulance service etc. |  | See links to NHS triage tools For England, Scotland and Wales  England <https://111.nhs.uk/Question/Navigation>  Scotland <https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>  Wales <https://www.nhsdirect.wales.nhs.uk/SelfAssessments/symptomcheckers/?ScName=CoronaVirusCOVID19&SCTId=175> |  |  |  |
| Liaise with platform providers to identify what is required to facilitate home working and to increase capacity for call handling   * Consider additional licence requirements e.g. Citrix Secure Gateway * Conduct home working audit to identify any obstacles e.g. no broadband connection and capacity/young children/data security etc. * Consider possibility of additional call handling stations * Check if call recording is available for ‘home workers’ (however, better to answer calls with no voice recorder than to cease call monitoring) |  |  |  |  |  |
| Capacity planning – It is likely that the volume of calls will significantly increase as a result of increased ‘illness’ from Coronavirus but also as a result of the backlog and cessation of other services i.e. Ambulance calls not being answered/delayed or If the ‘day centre’ can’t open etc.   * Can non-emergency calls be handled by other teams e.g. welfare check calls etc. * Can additional ‘Bank staff’ be trained up for call handling |  |  |  |  |  |
| **Homeworking:**   * Consider how this will be managed remotely (supporting staff, answering queries, managing quality etc.) * *Call quality may be affected e.g. background noise, lack of voice recording, but as a last resort, may be better than having to cease monitoring the calls* * *Can additional equipment be sourced – laptops, mobile phones etc.* |  |  |  |  |  |
| * In some circumstances it may be necessary to suggest that Service Users/Carers contact 111 direct where the symptoms aren’t life threatening. However, follow up call backs to monitor for deterioration is still required. |  |  |  |  |  |
| Communicate with Service Users, Corporate Customers and key partners and stakeholders to update them on any restricted services. |  |  |  |  |  |
| **Quality Monitoring**  To improve capacity, it may be necessary to suspend routine quality monitoring of calls in general terms but to risk manage this e.g. previous poor quality identified for an individual operator or a new starter may still continue to be assessed**.** |  |  |  |  |  |

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| **RESPONSE SERVICE** | **Comments** | **Follow Up Action** | **By When** | **By Who** | **Action Complete** |
| Pre-attendance triage checks to be made by the call centre to check for Coronavirus risk/symptoms |  |  |  |  |  |
| Where responders are used for pro-active physical checks these may have to be conducted differently.  Is it possible to liaise with other teams e.g. customer service centre to support the welfare calls?  Where possible – responders to maintain some distance from Service User   * Don’t shake hands * Welfare checks don’t always require access into the property – doorstep/window checks etc. |  |  |  |  |  |
| **Implement improved decontamination routines.**   * Staff vigilance reminders – ensuring they clean hands prior to and post exit to service user property * Ensure PPE equipment is available for use * Ensure contaminated equipment removed from service user properties are ‘bagged’ prior to leaving the property. * Avoid dirty equipment being left – clean with sanitiser etc. as soon as possible. * Introduce more extensive cleaning routines for all equipment. * Implement thorough vehicle cleaning e.g. ensuring steering wheels/gear sticks etc. are decontaminated between shifts, after visits to service users etc.   Remind staff to use hand sanitiser after fuelling up the vehicles (fuel pump handles and chip and pin machines are easily contaminated) |  |  |  |  |  |
| Extra vigilance for cleaning of the slip sheets and manga/raizer chairs etc. after every use |  |  |  |  |  |