



Pandemic Influenza for homecare providers

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Disclaimer



Pandemic influenza is a fast-moving subject and our understanding is evolving rapidly

Nothing in this presentation is intended to contradict advice from the competent government department or agency

In the case of any conflict, follow the advice from the competent agency

Providers should not base their action or inaction solely on this presentation

Pandemic 'Flu, the basics



Swine 'flu is a disease of pigs, which is not usually transmissible to humans

Current swine 'flu virus is **type A influenza virus (H1N1)**, which can spread by human-to-human contact

Pandemic 'flu is a global outbreak of human-human transmission

It spreads quickly because few people have any immunity

Signs and symptoms of pandemic 'flu



**Sudden
onset of:**

**Fever, cough or
shortness of breath**

**May
include:**

**Headache, tiredness, chills,
muscle aches, joint pain,
diarrhoea or stomach upset,
sore throat, runny nose,
sneezing, loss of appetite**

**Symptom checker from NHS Direct helps rule-out other
conditions: www.nhsdirect.nhs.uk/Sat/Topics/WizardStepOne.aspx**

Current virus status in Wales

(as of Monday 11 May 2009)



Co

WHO & UK Alert Levels



World Health Organisation (WHO) Phase



UK Alert Level



Key contact details for Wales



NHS Direct Wales

www.nhsdirect.wales.nhs.uk

Advice line: 0845 46 47

Welsh Assembly Government

General advice

<http://wales.gov.uk/topics/health/protection/communicabledisease/swine/?lang=en>

Planning for Pandemic Flu in social services framework for local authorities and social care providers

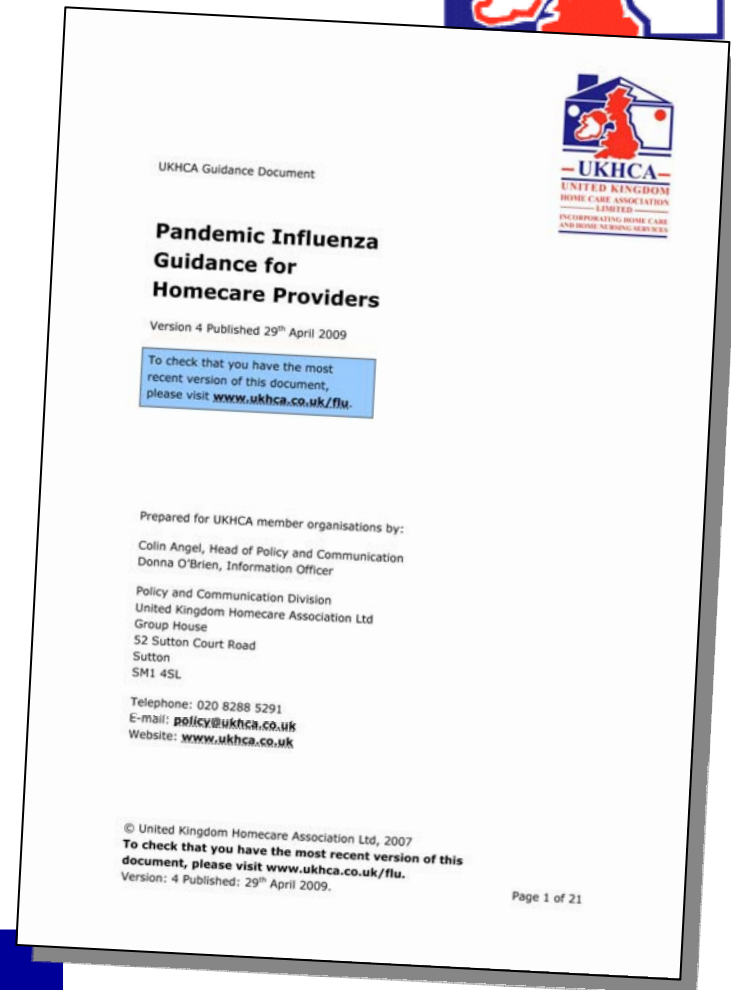
<http://wales.gov.uk/topics/health/publications/socialcare/guidance/2008/pandemic/?lang=en>

UKHCA's Pandemic 'Flu Guidance



Updated regularly
Contains information
specific to Wales
Addresses practice
issues
Signposts to other
sources of information

Available free from
www.ukhca.co.uk/flu



Planning for pandemic



Assume up to 50% of workforce may be affected either directly or indirectly

15-22% of staff may be off work during the a peak-period of 2-3 weeks

0.2-2% mortality rate

First wave likely to be 3-5 months

Subsequent waves weeks or months apart

Second wave could be more severe than the first

Implications for the workforce



Incubation: 1-4 days (typically 2-3)

Infectious: up to 5 days after start of symptoms

Up to 50% of those infected will asymptomatic carriers

Expected time off work: 7-10 days

Anticipate absences from...



Workers who are sick

Workers with caring responsibilities

Workers with younger children

Workers who are afraid

Problems with public transport

Staff reporting symptoms should



Call in sick as soon as feeling unwell

Go home if on duty

Avoid using public transport if possible

Call GP or NHS Direct Wales on 0845 46 47

Take antivirals when indicated and available

Stay at home until symptoms resolve

What to do when service users report 'flu symptoms



Careworkers should inform their manager

Make contact with family or GP/NHS Direct
Wales to make arrangements for antivirals

Users may require hospitalisation, contact
emergency services where indicated

Antiviral drugs and vaccination



Antivirals reduce length and severity of symptoms

Need to be started within 2 days of symptoms

Taking antivirals in advance isn't effective

Currently no vaccine, could take 6 months

UKHCA has written to Gwenda Thomas AM asking for consistent access to antivirals, vaccinations and equipment for social care staff as well as health care staff.

Managing staff before and during pandemic



Keep staff informed about your plans

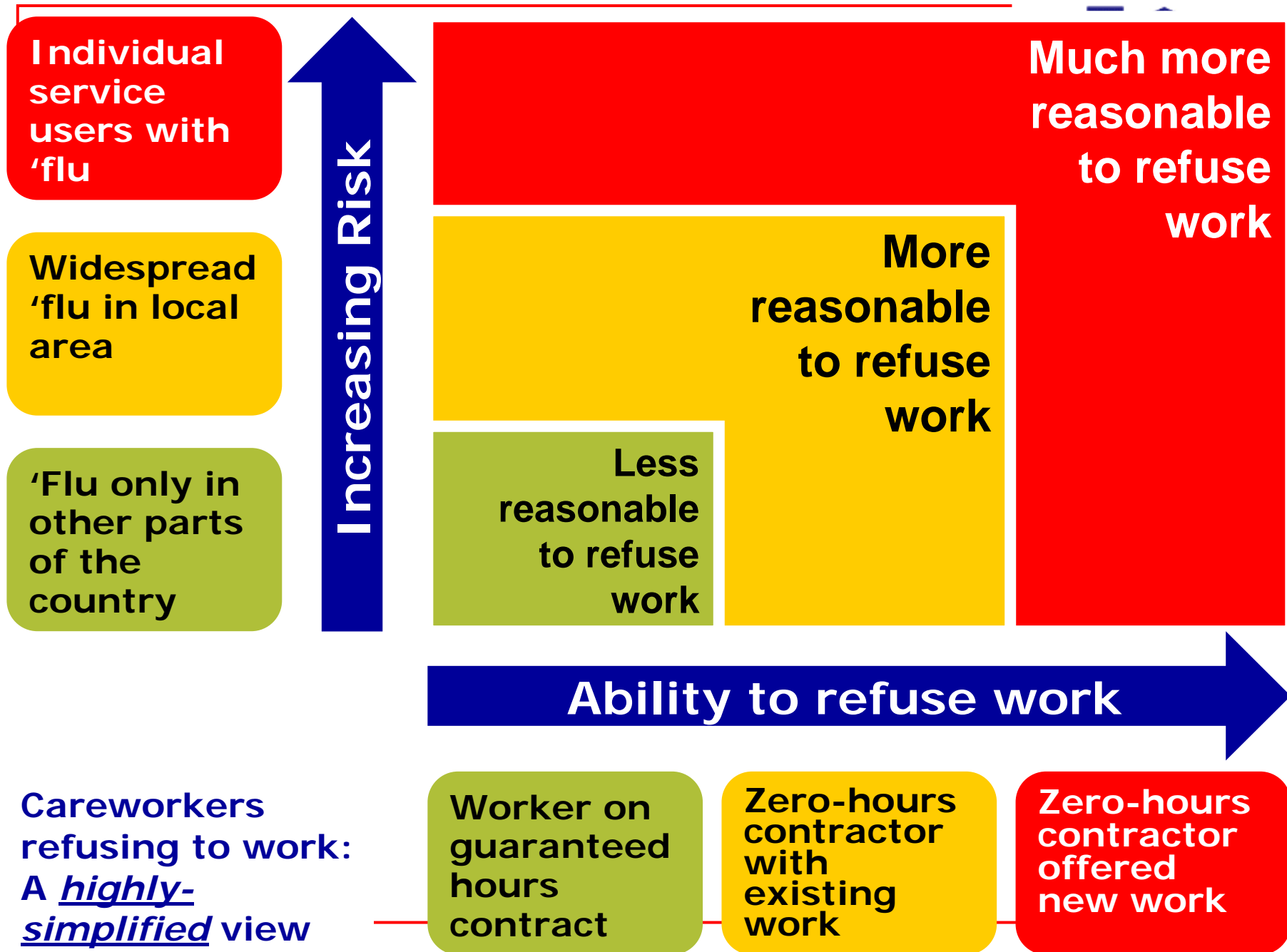
Listen to anxieties, try to answer questions

Anticipate increased levels of stress

Help staff keep a sense of proportion

Balance your need for continued operation with your staffs' ability to terminate their contract

Explain expectations about continued working



Training staff



Emphasise importance of personal hygiene

Reinforce "Catch it, bin it, kill it"

Train staff in:

Correct hand washing

Use of face masks (if using)

Cleaning contaminated surfaces

Tell staff when they should go home if sick

Don't encourage unreasonable risks or heroism



Revise effective hand washing techniques with staff



Use **warm water** comfortable to the touch, but not hot

Use **neutral detergent hand wash**, or a clean bar of soap

Pay attention to fingertips, thumbs & palms

Dry hands on disposable tissue or clean towel

Don't rub hands so vigorously that they become tender

Don't use a scrubbing brush

Hand washing should take place...



On arrival at user's home:

Before donning gloves

After:

Removing and disposing of gloves

Contact with sputum or used tissues

Contact with any body fluids

Before leaving the service user's home.



UKHCA's hand washing guide is available free from
www.ukhca.co.uk/downloads.aspx?id=112

Do surgical facemasks protect against 'flu?



“There is no convincing scientific evidence that the widespread issue of facemasks to healthy members of the public can stop this disease spreading.

“Moreover, they give can false reassurance, and can encourage people to ignore basic and straightforward hand hygiene measures which have proven effectiveness.”

Department of Health, 30th April 2009

Factors to consider when buying masks



Most appropriate use is when in contact with symptomatic people

Incorrect use/disposal of facemasks increases cross-infection

Specification for masks has been difficult to find, but advice from Department of Health is:

“2R fluid-resister surgical mask offering splash protection and a malleable noseband”.

We understand there are plans for a national stockpile of masks for distribution to social care staff, Assembly expected to make detailed announcement shortly.

To be effective, facemasks should be...



Worn correctly:

Follow the manufacturer's instructions

Changed frequently:

At least between service users
Don't re-use single-use items

Removed properly:

Minimal handling, preferably only by the ties or loops

Disposed of safely:

Into refuse which should be discarded frequently

Combined with good hygiene measures:

Hand washing should follow every removal of a mask

Working with your local councils



Cooperate with councils where possible

UKHCA is a signatory to the Memorandum of Understanding

Remember that we will all have to work together during a pandemic

Seek similar treatment between council and independent/voluntary sector workers – ‘flu won’t know the difference

Respond to council’s advice for ‘rationing’ care

Questions if you contract with councils



Will pandemic 'flu be classed as a *force majeure* event?

Will the council give a temporary relaxation of performance criteria and penalties?

Eg. Obligation to fill, fill rates, electronic monitoring

If so, when? If not, why not?

Will they pay a *reasonable* enhancement to the hourly rate?

You may have additional costs of PPE or enhanced pay

Have they understood zero-hours contracts?

If you don't currently contract with councils



Review your current charge rates

Contact local councils (give them your rates!)

Agree to supply under your TOBs, if possible

Get onto mailing lists for local information

Some ideas for your emergency plan



Advance communications with users workers

Do you have sufficient supplies, including Personal Protective Equipment such as gloves and aprons?

Is your phone system adequate + back-up plan?

Do you have next of kin & GP contacts for users?

Do you know which users will get help from their family?

Do you have plans to target care to most dependent users?

Plans for adjusting workers rosters?

Do you know which staff will increase their usual hours?

More ideas for your emergency plan



Do you have plans to cover sickness of managers?

Enough staff able to authorise payments and deal with your bank

Do you have sufficient staff to run payroll?

Are all staff trained with any rostering systems?

Sufficient un-rostered staff to cover short-notice absence?

Do you have provisions for emergencies?

Careworkers unable to withdraw cash or get petrol

Service users without any food

How to contact us



Pandemic 'flu information:

www.ukhca.co.uk/flu

E-mail:

enquiries@ukhca.co.uk

Helpline:

020 8288 5291
