

Alliance Medical’s approach to being Covid-Secure - March 2021

Introduction

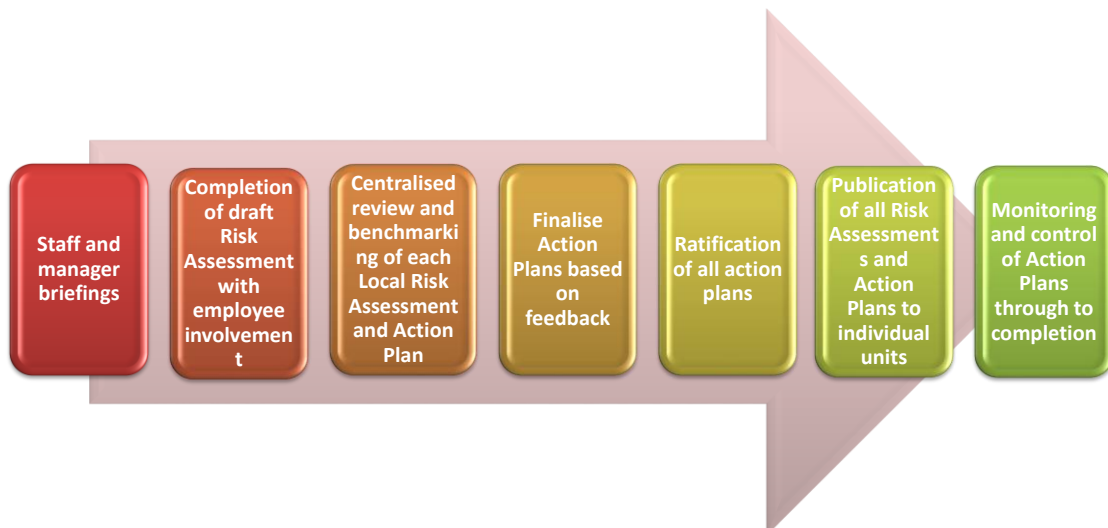
Alliance Medical’s top priority is to ensure the safety of our patients, staff, suppliers and visitors.

Alliance Medical have been following Public Health England (PHE) advice and guidance to ensure that we have robust measures and resources in place to maintain the highest levels of safety and care for our staff, patients and visitors. Providing a clean and safe environment for healthcare is a key priority for Alliance Medical and all healthcare providers and is part of the fundamental standards for health care provision set out in regulations under the Health and Social Care Act 2008, which recognises the role of cleaning in minimising the risk to patients from healthcare associated infections.

In response to the government’s COVID Secure guidelines, Alliance Medical introduced a comprehensive process to make sure all our facilities were Covid-Secure. A risk-based approach has been followed to assess all Alliance Medical facilities, clinical and non-clinical, on the basis of the following 7 themes:

1. Who should go to work
2. Social distancing at work
3. Managing your customers, visitors and contractors
4. Clean environment
5. PPE and face coverings
6. Workforce management
7. Inbound and outbound goods

The process followed is outlined in the process diagram below.



All Risk Assessments and Action Plans have been formulated with appropriate employee involvement and the documents are published to the wider organisation. Risk Assessments are reviewed when guidance changes or at least on a quarterly basis. Covid-Secure Certificates are issued by the Quality and Risk Directorate for public display.

The 7 Themes

Whilst each individual unit has its own Risk Assessment and Action Plan that is specific to that location, a risk-based approach is followed whereby every Alliance Medical facility, clinical and non-clinical, is assessed on the basis of the following 7 themes:

Section 1 Who Should Go to Work

Everyone should work from home, unless they cannot work from home.

	Alliance Medical's Response
1.1: That everyone should work from home, unless they cannot work from home	<ul style="list-style-type: none"> All roles are reviewed regularly and staff asked to work from home where the role allows. Home risk assessments are completed for these staff and appropriate equipment and managerial support provided.
1.2: Protecting people who are at higher risk	<ul style="list-style-type: none"> Occupational Health assessments are undertaken for all staff in the vulnerable categories and are being managed in accordance with PHE guidance. Over 80% of staff have received the first dose of the COVID Vaccine.
1.3: People who need to Self-Isolate	<ul style="list-style-type: none"> Staff are advised to stay at home where they are deemed extremely clinically vulnerable based on individual risk assessments. Virtual working hubs/collaboratives have been created to enable remote working where possible. All staff have been provided with Lateral Flow Device kits for twice weekly testing Internal process introduced to track any staff members that need to isolate because of symptoms
1.4: Equality in the Workplace	<ul style="list-style-type: none"> Risk assessments completed for all BAME staff and other individual staff members with protected characteristics. Appropriate protective measures, such as increased PPE levels introduced.

Section 2: Social distancing at work (Alliance Medical Staff)

All staff to maintain 2m social distancing wherever possible, including while arriving at and departing from AML sites, while in work and when travelling between sites.

Where the social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity needs to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff, patients and others.

	Alliance Medical's Response
2.1 Coming to and Leaving the AML facility as a Patient, Worker, Visitor or Other	<ul style="list-style-type: none"> • Appointment times are adapted to reduce patient to patient contact. • Shift patterns are adapted to reduce staff contact. • Patient guidance issued to limit numbers of people arriving in the unit at the same time. • PPE field kits issued to all roving non-clinical staff. • Revised uniform changing policy in place to limit cross-contamination between home and work environments. • Additional lockers provided for staff to support the uniform changing policy. • Staff are encouraged to follow government guidelines on travelling and public transport. • Patients asked to travel alone where possible to attend appointments. • Patient, staff and visitor temperature checks completed on arrival. • Pre-screening questions introduced to ensure patients are fit and well before they attend.
2.2 Moving around sites.	<ul style="list-style-type: none"> • Floor markings in place to encourage social distancing. • Freestanding hand sanitisation units positioned at reception. • Patient advice posters and banners on display in waiting areas. • One-way flow systems introduced where possible. • Where applicable, new rules introduced in shared/public spaces. • Maximum occupancy levels determined for each room.
2.3: Workplaces and workstations	<ul style="list-style-type: none"> • See through screens installed in all reception areas. • Workstations positioned where possible to enable social distancing. • Hot desks allocated to individual use.
2.4 Meetings	<ul style="list-style-type: none"> • Meetings and training limited where possible. • Meetings moved to online web conferences where possible. • Where face to face meetings/training is required, relevant social distancing measures and sanitising stations introduced. • Personal stationery used by staff. • Controls introduced to limit visitor numbers to head office.
2.5 Common areas	<ul style="list-style-type: none"> • Protocols agreed with host NHS Trusts and landlords. • Break times staggered and outside breaks encouraged. • Number of chairs reduced in common waiting rooms. • All unnecessary items removed from reception areas.
2.6 Accidents, security and other incidents	<ul style="list-style-type: none"> • Covid-19 resuscitation procedure and PPE introduced.

	<ul style="list-style-type: none"> • Fire procedures considered and updated in light of Covid-19.
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3. Managing your customers, visitors and contractors

To minimise the number of unnecessary visits to offices and to make sure people understand what they need to do to maintain safety.

	Alliance Medical's Response
3.1: Manage contacts	<ul style="list-style-type: none"> • Visitor briefings provided at reception. • All visitors have to have an appointment. • Visitors issued with PPE if they do not have their own. • All meeting rooms to have clear guidance on maximum number of attendees. • Staff signing visitors in and out of the units.
3.2 Providing and explaining available guidance	<ul style="list-style-type: none"> • Pull up banners in place in receptions. • Patient appointment pack includes Covid briefing. • Posters in place in waiting areas. • Website provides patient and visitor Covid guidance. • FAQs published on website. • Patient information video published on website. •

4. Clean Environment

To keep the workplace clean and prevent transmission by touching contaminated surfaces.

	Alliance Medical's Response
4.1: Keeping the workplace clean	<ul style="list-style-type: none"> • Cleaning schedule in place that reflects national guidance including cleaning in-between every patient. • Common areas and door handles are cleaned every 3 hours. • Shared printers and copiers are cleaned after each use. • Administrative spaces remain decluttered. • Standard hand hygiene posters in place in all units. • Regular weekly IPC briefings are provided for all managers.
4.2 Hand Hygiene Handwashing, Sanitation facilities and toilets	<ul style="list-style-type: none"> • Floor stickers in place to encourage hand sanitiser usage. • Hand washing sinks in place on all of our mobile fleet. • Hand sanitisers are available in all rooms. • Disposable paper towels are available at each hand washing sink.

5. Personal Protective Equipment (PPE) and face coverings

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

	Alliance Medical's Response
5.1: The wearing of PPE	<ul style="list-style-type: none"> • Covid specific PPE policy and guidance in place. • PPE guidance regularly reviewed to ensure there is no overuse of PPE, whilst maintaining adequate staff protection. • Individual PPE boxes in place for roaming clinical staff.
5.2 Face coverings	<ul style="list-style-type: none"> • Patient masks are provided on arrival. • All non-patient facing staff wear masks when working within a clinical setting.

6. Workforce Management

The way of work is organised to create distinct groups and reduce the number of contacts each employee has.

	Alliance Medical's Response
6.1 Shift patterns and working groups	<ul style="list-style-type: none"> • Mobile workers are organised into regional cohorts • Shift patterns are staggered.
6.2 Work-related travel	<ul style="list-style-type: none"> • All non-essential travel is controlled. • All international travel is limited to essential only.
6.2.1 Cars, accommodation and visits	<ul style="list-style-type: none"> • Shared vehicles are cleaned between shifts. • Staff are encouraged to limit public transport use and use private travel arrangements instead.
6.2.2 Deliveries to Other Sites	<ul style="list-style-type: none"> • Controls in place for the delivery of radiopharmaceuticals.
6.3 Communications and Training	<ul style="list-style-type: none"> • Weekly all staff newsletter issued from the Managing Director. • All manager briefings are completed on a weekly basis. • Dedicated enquiry line provided for all staff. • Covid specific intranet site maintained to share all relevant information and guidance in one location. • Weekly local team meetings undertaken to brief colleagues on any changes.

6.3.1 Returning to Work	<ul style="list-style-type: none"> • Comprehensive occupational health assessments available for every staff member as requested. • Manager briefings available on providing support for staff returning to work. • Re-acquaintance visits available prior to return.
6.3.2 Ongoing communications and signage	<ul style="list-style-type: none"> • Trauma support service in place. • Signposting to wellbeing resources.

7. Inbound and outbound goods

To maintain social distancing and avoid surface transmission when goods enter and leave the site

	Alliance Medical's Response
7.1 Controls introduced to maintain social distancing and avoid surface transmission when goods enter and leave the site	<ul style="list-style-type: none"> • Inbound and outbound drop off points maintained. • Frequency of deliveries reduced. • Robust cleaning procedures maintained for radiopharmacy goods.

For any further information or enquiries, the taskforce can be reached on covid19@alliance.co.uk