Infectious Diseases Standard Operating Procedure (SOP)

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Scope of SOP

This SOP provides guidance for SBHL staff at hotels on the correct procedures to follow regarding any infectious disease.

Introduction

This policy outlines the duties and responsibilities of CLAL staff when managing infectious diseases and pandemics. It is essential for all staff to ensure they are appropriately vaccinated for their roles. If uncertain, staff should seek advice from their GP or Manager.

Procedure for Notifying/Reporting Infectious Diseases

- If a service user (SU) reports symptoms of an infectious disease, or if staff identify symptoms during interactions or welfare checks, CLAL staff should assist the guest in contacting their GP or NHS 111 for an urgent appointment.

- SUs with symptoms should be encouraged to isolate in their rooms.

- Staff must raise an Incident Report within 1 hour and email it to the SG team, copying the Area Manager, and Regional Manager.

- After the SU returns from the medical appointment, staff should ask for any updates on the infectious disease.

- Updates must be recorded on the same Incident Report to keep the incidents team and line management informed.

- If a GP confirms the SU has no symptoms, advise them to end isolation, and update the Incident Report accordingly.

Access to Healthcare

- For GP appointments, CLAL staff should contact the GP or hospital to book or confirm the appointment.

- Arrange transport for the SU and inform the transport team of the SU's situation.

- For regular GP appointments, ensure transport arrangements are made for the SU.

Food Provision

- Deliver all meals and necessary provisions to the SU's room if they are isolating.

- Inform the SU to call the CLAL site staff at reception for any additional provisions.

- Ensure the SU has a means of contact, providing a mobile phone, if necessary, for the isolation period.

Isolation

- Encourage the infected SU to remain in self-isolation but do not restrict them to their room.

- Report any non-compliance with isolation on the Incident Report and inform the incidents team and line management.

Welfare Checks

- Conduct regular welfare checks on the SU, wearing necessary PPE.

- Report and update any changes in the SU's health on the Incident Report and email the updates to the incidents team and line management.

Staff Welfare

- If CLAL staff show symptoms or are diagnosed with an infectious disease, they must be sent home immediately and inform their line manager via phone and an Incident Report.

- Follow self-isolation guidance from their GP or health practitioner and receive necessary medical treatment.

- Line management should conduct regular welfare checks via phone, at least weekly.

- Upon recovery, a return-to-work interview and assessment must be conducted and recorded, with the information sent to HR before the staff member returns to work.

Laundry

- Implement additional control measures for the laundry of affected SUs.

- Double bag laundry for cleaning and keep it outside the room if the SU is isolating.

- CLAL staff should collect the laundry wearing appropriate PPE and inform the laundry contractor about the infectious laundry for separate cleaning.

- Ensure infected SU's laundry is tagged and kept separate.

- Upon return, deliver the laundry to the SU's room wearing PPE.

- Increase weekly laundry cleaning cycles as needed and coordinate with the SBHL laundry team.

Linen

- Inform the housekeeping team to prevent room access and minimize infection spread.

- Request regular linen changes and deliver fresh linen daily to the SU's room.

- Housekeeping staff must wear appropriate PPE when changing linen.

- If the SU changes linen themselves, bag the dirty linen and leave it outside the room for housekeeping collection and commercial cleaning.

Supporting UKHSA guidance for specific infectious diseases can be found here:

- UKHSA – ARI – Acute Respiratory Illness

- UKHSA – Chicken Pox

- UKHSA – Diphtheria

- UKHSA – GAS – Group A Streptococcus Skin Infection

- UKHSA – Scabies

- UKHSA – Scarlet Fever

Additional specific CLAL SOPs for infectious diseases can be located on the RMS Application.