

HIBISCUS CARIBBEAN ELDERLY ASSOCIATION
THE RESUMPTION OF SERVICES AT HIBISCUS COMMUNITY CENTRE
A FRAMEWORK FOR SERVICE DELIVERY DURING THE CORONA VIRUS COVID 19 PANDEMIC



A Consultation Document
Zoom Event
11.30am-1.30pm 2 September 2020

Tuesday 18 Aug 2020	Paid & Voluntary staff- 1 st Consultation
Thursday 20 Aug. 2020	Board of Directors consider initial staff response
Saturday 22 Aug. 2020	Document circulated to all stakeholders and published on Company website
Tuesday 25 Aug.2020	Paid & Voluntary staff – 2 nd Consultation & Feedback
Wednesday 2 Sept 2020 11.30am-1.30pm	All stakeholders Consultation Zoom Meeting Subject: The resumption of services at Hibiscus Community Centre: a framework for service delivery during the Corona Virus Covid 19 Pandemic
Monday 7 Sept. 2020	Board of Directors considers result of consultation and signs off framework.
Tuesday 8 Sept. 2020	Submit Covid 19 Risk Assessment to Adult Social Services & CCG Infection Prevention Control
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Fig.1 Consultation Timetable

Background

1. Following consultations with Members, Staff, Service Users and Representatives of Resident Organisations* the Board of Trustees on the 17th March 2020 took the decision to temporarily discontinue all services delivered at Hibiscus Community Centre (Centre). The Centre would remain closed in order to preserve life and assist with protecting the wider community against infection from the Corona Virus Covid 19 (see Appendix 1. Letter Dated 17 March Subject Coronavirus, from Clifford Headley to All Users. It was also resolved that services would only resume when the Board in consultation with members, staff, service users and Resident Organisations determined that it is safe to do so.
On the 20 March the Government imposed a formal lockdown on all non-essential business and social activities.
2. In the six months since the closure some [Day Centre services and Membership services have and continue to be delivered online](#) and [Hibiscus online shop established](#).
3. The prolonged closure has had an adverse impact on the Association financial resources. However with the staunch support of staff who has taken a significant reduction in wages, it has been possible to keep the business going. Three members of staff have resigned in this period: one paid and two volunteers.

Establishing a framework for reopening

4. The law requires all employers to assess the risk of returning to work while the coronavirus outbreak is on-going and to put steps in place to manage that risk prior to reopening. It requires businesses to carry out a (Covid 19) [Risk Assessment](#) (see Appendix 2 HCEA – Coronavirus Covid 19 Risk Assessment-Draft) including assessments for individual members of staff (see Appendix 3. HCEA- Coronavirus Covid 19 Employee Risk Assessment Tool). Here it must be noted that in some instances the guidance carry with it the force of law.
5. On the 2 June 2020, the Government published guidance for the gradual reopening of business and social activities for individuals. Further guidance was issued on 1 August: this guidance is detailed and comprehensive; as it is specific to the various business sectors and demographic groups to which it relates. The services delivered at Hibiscus Community Centre covers a number of business sectors e.g. Adult Social Care, Education, Leisure & Entertainment and Transport: the service is also delivered to persons across the demographic spectrum. In developing this framework it has therefore been necessary to accommodate and ensure compliance with on-going restrictions and guidance from all the aforementioned business sectors; and for specific groups within the demographic spectrum e.g. “shielding community” people who are clinically vulnerable and people of black and minority ethnic origin.

6. In developing the framework every effort has been taken to ensure best practice by all staff and volunteers involved in service delivery, and to support innovation that helps keep the virus under control e.g. Newham NHS Test and Trace app.
7. The framework recognizes the challenges and tensions generated out of the emerging new responsibilities and relationships between employer and employee, provider and service user including resident organisations and their users occasioned by the Pandemic; and seek to address all concerns. It is important to note that there is no specific legal requirement on the Company to carry out any form of health screening, however; best practice dictates temperature checks as one measure in a comprehensive Track & Trace programme. In the absence of a legal/contractual right to check an employee's temperature, employers cannot force an employee to do this. Further, there are concerns around third party access to the individual's personal data gained through Track & Trace: data that may assist with informing Public Health policy and practice. Set against this is the individual rights to privacy. In these circumstances it is critical that the Company is open and transparent with Staff, Service Users and all stakeholders on its approach to reopening services. Hence the consultative approach adopted seeks to engage all stakeholders in considering and reviewing the proposed framework for reopening. The document will be circulated for comment and feedback to:

Members

All paid and voluntary staff

Day Centre Service Users and Carers

HCC Resident Organisations

HCEA Network Partners

SUBCO Trust

Trinity Trust

Newham African Caribbean Resource Centre

LBN Deputy Mayor Cllr. C Maclean

LBN Ward Cllr. Rachel Tripp

LBN Adult Social Care Commissioning

LBN Community Neighbourhood Resident Engagement & Participation

8. **Testing and testing on a regular basis is essential to maintaining a Covid19 secure space. It will be a responsibility placed on all individuals seeking to access the space to demonstrate that they are, to the best available scientific knowledge, not infected with the virus. Full compliance with these arrangements will be expected from organisations that have responsibility for the building whilst in occupation. The Company has registered on the NHS Employee Referral Portal and will actively promote the use of Newham NHS Test and Trace app.**
9. None essential visits to Centre will be discouraged, and individuals who visit the facility to collect and transport Day Centre attendees home or elsewhere will be asked not to enter the building.
10. In consideration of the absence of trading for the last six months: finance and the associated cost of reopening underpin the framework. (see Appendix 4. HCEA Projected Cash-flow March 2020-March 2021). Here permitted income generating activities and related costs in the new working environment, and the extent to which

such activities are compatible with the Company's core business: Day Care and Membership services; are prioritised.

11. The framework for service delivery is necessarily circumscribed by the physical capacity of Hibiscus Community Centre: 98.98 square meters Gallery & Dance Studio and Dining Hall 32.56 square meters; with a recommended maximum occupancy capacity of 150 persons. The requirement for social distancing when coupled with Government guidance for the maximum number of people (30) who may attend indoor events will rule out some events from taking place e.g. *Let's Come Together - Hibiscus Members and Guest Social Club, Community Weddings, Nine Nights* and in others reduce significantly the number of people permitted to participate.
12. In establishing the framework to resume services at Hibiscus Community Centre a multi-use centre, particular focus is given over to its core business activity the provision of Day Care Services for the Elderly, and the extent to which other activities are compatible within a Covid secure space for elderly people who are not only clinically vulnerable but are of black and minority ethnic backgrounds.
13. Hibiscus Day Centre Services delivered on Tuesday–Wednesday between the hours of 10.0am to 3.00pm is patronised exclusively by black and ethnic minorities, whom are all over the age of seventy and many of whom suffer from underlying health conditions and have been shielding. Recently the Government up-dated its guidance for people who are shielding with the caveat: the decision to follow the guidance is a personal one: the guidance stated ...*You do not need to follow previous shielding advice* . This advice however is circumscribed by other guidance that states *"It remains the case that you should not:*
 - *socialise indoors in groups of more than two households (anyone in your support bubble counts as one household) – this includes when dining out or going to the pub...*
 - *interact socially with anyone outside the group you are attending a place with, even if you see other people you know, for example, in a restaurant, community centre or place of worship*
 - *hold or attend celebrations (such as parties) where it is difficult to maintain social distancing and avoid close social interaction – even if they are organised by businesses and venues that are taking steps to follow COVID-19 Secure guidelines...*"
14. One of the principal functions of Day Centre Services for the Elderly is: to facilitate social interaction between people who no longer take part in the broad sweep of societal activities; and have become isolated by virtue of age and failing health. The nature of the aforementioned guidance, paragraph 13 above, whilst not prohibiting the delivery of Day Care requires the enforcement of rigorous measures to ensure the wellbeing of attendees. In this regard the framework has turned to the guidance: governing the space inhabited by individuals who are shielding; and who are also from numerous households. The guidance underpinning the delivery of Residential Care Services for Adults broadly informs this Framework and is reflected in **Appendix 2. HCEA Coronavirus Covid 19 Risk Assessment (Draft).**

15. Ensuring that the service is Covid 19 Secure requires that close attention is paid to the fabric of the building it's fitting and structures. Since the Lockdown the Company has sought to not only maintain but up-grade the facility in anticipation of the enhanced hygiene standards required to cope with the Pandemic. The interior has been deep-cleaned and repainted. The wooden floor of the Gallery and Dance Studio striped sanded and varnished and the kitchen sink unit removed and replaced. An additional toilet and wash room accessible to people with disabilities has been installed at the front of the building. The other four toilets have been deep cleaned, repainted and broken tiles and hand washing basins and taps replaced. The water is checked on a fortnightly basis for legionnaire disease and other pathogens, in addition to which the Fire Alarm is regularly checked. Signs that are easy to read are displayed at all washing stations. Antibacterial sanitisation stations have been installed and made available at entry and exit points around the building to try and eliminate the risk of passing on any infection/s.
16. A new cleaning regime has been developed: this includes regular cleaning of the following frequently touched objects and surfaces: work surfaces desks, platforms and workstations; handles on doors, windows, rails, dispensers and water coolers; common areas: toilets, reception, Gallery & Dance Studio corridors bar kitchen dining hall; vehicle handles, steering wheel, seat belts and internal surfaces; control panels for machinery, control pads and switches; computer keyboards, printers, touch screens, monitors and phones; taps, kettles, water heaters, fridges, microwaves and cupboards; shared equipment like tools, machines, vehicles, pallet trucks and delivery boxes; post and goods coming in or being shipped out.
17. Every effort will be made to ensure that staff tidy away at the end of activity sessions, so as to enable comprehensive cleaning of all surfaces at the end of and before the beginning of another activity. The enhanced cleaning regime demanded within this framework, requires increasing the volume of cleaning hours from sixteen hours per month to thirty –five hours per week see Appendix 4. HCEA Cash flow forecast March 2020-March 2021.
18. The framework recognizes the critical importance of Training, clear Communication of goals to staff and other parties, in responding to the new work environment, and the discipline required in maintaining a Coronavirus Covid 19 Secure space.
19. Training that is both statutory and mandatory IPC training for Community Care Settings in London is already in place and staff advised accordingly. Here it is noted that compliance with mandatory training is a prerequisite of Coronavirus Covid 19 Secure Certification.
20. Ensuring that all members of staff are fully informed on Infection Prevention Control, are comfortable and confident about the new work environment is a major objective.
21. A new digital training portfolio is in the process of development. Here the emphasis is placed on the training being contactless and with unrestricted access. The Company's website will be used as a repository for its training resources and its

other digital platforms e.g. Zoom will be used to deliver training. Training will be monitored and up-dated to address changes in Government guidance.

22. Clear communication, with all parties wishing to use the service, on the new responsibilities placed on the Company and how this is translated in the working environment is central to the framework. Public Health messages will be displayed at strategic positions in the building and the Company's website see Appendix 5. Do You Have Symptoms Poster. Staff will continue liaise with carers via telephone and other digital means.
23. Hibiscus Community Centre, like other multi-use community facilities support a wide range of local activity. However, the communal nature of community centres also makes them places that are vulnerable to the spread of coronavirus (COVID-19). Government Guidance on the reopening of community facilities identifies two core principles as informing any framework for reopening: core public health guidance regarding health hygiene, and social distancing to ensure employees are safe to return to work. Here the Guidance makes provision for *"Managers of community facilities will have discretion over when they consider it safe to open for any activity permitted by legislation..."* In this regard attention need be focused on the extent to which the other activities that take place in HCC can be sustained alongside a Coronavirus Covid 19 Secure Day Care Service.
24. Following the Boards decision to suspend services, all resident organisations were written to advising of the closure and the suspension of all contractual fees for the use of the premises See Appendix 1. Letter 17 March from Clifford Headley to Resident Organisations. Prior to 17 March 2020 the Weekly Activities Timetable of HCC occupied 73.5% (70 hours) of its available Premises Licence hours (105 hours). A new timetable is yet to be developed. It is proposed that following consultation on the proposed framework detailed herein, a new timetable will be put in place. Here stakeholders who deliver weekly activities at HCC and have responsibility for Health and Safety measures whilst in occupation of the building, will be required to undertake a Coronavirus Covid 19 Secure Risk Assessment of its activities appropriate to its sector. This assessment: including Employee/Volunteer Coronavirus Risk Assessment must comply with the Guidance governing that sector and demonstrate that continued presence will be in compliance with, and not compromise the Coronavirus Covid 19 secure arrangements put in place by the Company (see Appendix 2. HCEA Coronavirus Covid 19 Risk Assessment). Resident Organisations have been advised accordingly. The following list of organisations, the activities of which are permissible, and which are affected by the arrangements outlined in this document, have been invited to respond:
- Buxton Zumba
 - Harold Road Moravian Church
 - Jesus is More than Able Ministries
 - Motala Foundation
 - Jumuah Salaah
 - Evening Madrasa & Hifz Classes (4-16 years of age)
 - Savannah Grace Chapel

25. Outlined below is the time table for consulting stakeholders, obtaining feedback on the service delivery framework and advancing the programme for resuming of services...

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List of Appendices

- Appendix 1. Letter Dated 17 March Subject Coronavirus from Clifford Headley to All Users
- Appendix 2 HCEA – Coronavirus Covid 19 Risk Assessment-(Draft).
- Appendix 3. HCEA- Coronavirus Covid 19 Employee Risk Assessment Tool
- Appendix 4. HCEA Projected Cash-flow March 2020-March 2021 (Restricted circulation Trustees only).
- Appendix 5. Do You Have Symptoms