



Covid-19: GUIDANCE FOR SAFER HOSTING

This document is designed to give you practical guidance around hosting Nightstop guests as safely as possible in your home, in the context of the ongoing Covid-19 pandemic. This advice will be regularly reviewed and updated as necessary in line with UK government guidance.

It is a requirement for Sussex Nightstop staff to discuss this guidance with you before you resume hosting and confirm your understanding and agreement to comply.

Please contact the team at any time with any concerns or questions you have.

Covid-19 and Volunteer eligibility: Nightstop has a duty of care both to the guests we support and the volunteers that we work with. This means that unfortunately, applicants falling within the current NHS and government guidelines for groups deemed to be at higher levels of risk from Covid-19 will *temporarily* be ineligible for volunteering as a Nightstop host (or any other face-to-face role) because this role involves a significant level of face-to-face contact with Nightstop guests in your home. This condition will be continually reviewed as the Covid-19 situation changes and develops, in the hope that more people will be eligible to host when it becomes safe for them to do so.

How we've adapted the hosting role in response to Covid-19: In response to the ongoing Covid-19 pandemic we have fully risk-assessed the hosting role in line with guidance from Public Health England and our local Public Health Infection Control lead on homelessness as well as our umbrella organisation De Paul. A significant way of reducing the risk of infection spread is to increase the length of stay a guest has with a host. On this basis we are currently asking hosts to provide the most consecutive nights of stay to guests possible – ideally 4 nights.

We are also introducing a 'Daystop' service, where participating households who wish to may host a guest during daytime hours. Daystop is not a mandatory part of a Nightstop placement.

Both these measures have been put in place temporarily to reduce the need for Nightstop guests moving between multiple households in quick succession and to support guests to observe social distancing.

We are also asking volunteer hosts to observe a number of social-distancing and hygiene practices in preparation for a guest, whilst hosting and once a guest has departed in order to reduce the risk of infection spreading and keep everyone safe and well.

Supporting you

As always, your well-being is a key priority and as placements are of a consecutive number of nights we will be giving particular attention that sufficient breaks are taken between placements. We will offer ongoing support through daily placement check-ins, with an extended check-in at the end of the placement and will be available for ad hoc support as required and encourage you to get in touch if you are concerned. Hosting safely during Covid-19 training will be provided before you start/return to hosting and will be re-visited as necessary should guidance change. Annual supervisions and host refresher training will continue as normal and regular updates to volunteer guidance will be circulated as appropriate.

Nightstop staff will ensure and support you to access suitable infection control items, including face coverings, alcohol-based hand sanitiser, detergents and anti-bacterial wipes.

The purchase of items required for safe Covid-19 hosting may be reimbursed for volunteer expenses. Where you purchase these items, please keep receipts and discuss an expenses claim with your coordinator.

Screening

Screening tools have been developed for use with potential Nightstop guests as well as Nightstop volunteers, their household, and/or members of a relevant support bubble. These are designed to check for any important risk factors which could be relevant to the overall risk posed by Covid-19.

Screening will be repeated before and during the Nightstop placement process with questions incorporated into our daily check-ins with you. This will happen by telephone call.

If you have any change to your circumstances (or others in your household/support bubble) that may possibly increase your vulnerability to Covid-19 or possible exposure to others please don't wait for a check-in call, etc but tell us immediately. Relevant changes to let us know about include but are not limited to:

- development of Covid-19 symptoms in yourself or others in your household/support bubble
- a change to your health (or others in your household/support bubble) in some other regard
- contact with another with Covid-19
- any change to your household make-up
- a quarantine instruction having returned from abroad
- contact from Test and Trace service and instruction to isolate
- any change in employment that may compromise your ability to carry out hosting safely during Covid-19
- a change in your social circumstances/commitments which impacts on your ability to maintain social-distancing and comply with other government guidance

If in doubt – let us know.

Before a placement

Covid-19 screening of the volunteer household will take place immediately before each new placement is set up.

Preparing your home for a Nightstop guest:

- Please ensure household furniture is re-arranged where possible to facilitate for minimum 1 metre distancing
- Please ensure soft furnishings in the guest bedroom are removed in so far as possible
- Pre-placement cleaning to be carried out in accordance with government guidance using standard cleaning products such as detergents and bleach.
- Please ensure your household has adequate supply of hand-soap, detergent, alcohol-based hand sanitiser and anti-bacterial wipes
- Please ensure there is a supply of anti-bacterial wipes made available in the bathroom for guests
- Please ensure that alcohol based hand sanitiser is in place at key locations in the house, including the guest's room and entrances to the property. This will help guests to clean their hands as soon as they arrive.
- Please provide a box of tissues in the guest room as well as a lidded bin for disposal.
- Please provide a bin liner or such like in the guest room for the placement of bed linen by guest at the end of their stay.

During a placement:

- Guests and Hosts to social distance by 2-metre-plus within home through limitation of guests to certain areas, including eating of meals at a distance or in guest room where required.
- Guest to be supplied with and must wear face-covering when outside bedroom and in shared spaces where a 1m social-distance can't be clearly and confidently observed. If in doubt – wear a face covering!

- Hosts to be supplied with and must wear face-covering when guest in shared spaces and where a 1m social-distance can't be clearly and confidently observed. If in doubt – wear a face covering!
- In the event where a guest or host is unable to wear a face covering both shall maintain 2m distance within the home, and guest to eat meals within room in all instances.
- If possible, members of the household and the Nightstop guest should use separate bathroom facilities. If this is not possible, frequent cleaning (especially after usage and of high-touch surfaces such as taps and door handles) must be carried out.
- Guest and hosts to observe good hygiene practices including regular hand washing for 20 second including every time guests, hosts and others enter the household and after using the toilet.
- Bath/hand towels, mugs, glasses, cutlery and crockery to be washed at high temperatures between usage and/or separate supply provided. Sharing of utensils and crockery at table to be avoided.
- It is recommended that doors in the home are left ajar (except bedroom and bathroom doors) to reduce the need for handles to be touched.
- A regular clean down of common surfaces that are frequently touched is recommended (e.g. stair bannisters, light switches and door handles utilising detergent first followed by anti-bacterial wipes).
- Maintain good ventilation in your home (e.g. windows open), as far as is possible and reasonable.
- Guests, hosts, or others in household working in 'direct care' roles to change and wash their clothes upon arrival to the household.
- Be particularly mindful about maintaining appropriate professional boundaries between yourself and your Nightstop guest, especially if you have a guest to stay for a significant amount of time.
- Please remind guest to place bed linen in bin liner before departure.

IMPORTANT: Adjustments for guests who are clinically vulnerable

Nightstop may place guests who are clinically vulnerable to Covid-19. In these circumstances you will be notified in advance of this. The following replaces the corresponding practice outlined above:

- Wearing of face-coverings for both guest and host household members mandatory where guests are outside of the room irrespective of 1m distancing
- Guests to eat meals in room and limit contact with others in household where possible

After a placement

- Once a guest leaves your home at the end of a placement, please close the door to their room and ensure it is not entered by any member of the household for 72 hours, before it is cleaned thoroughly with detergent or bleach.
- After cleaning please ventilate the room for 2 hours.
- It is also highly recommended that any key surfaces or frequently touched areas in the home are cleaned with detergent once the guest has left.
- You will not have any other Nightstop guest to stay with you until the 72-hour period is up and the room is thoroughly cleaned. We will ensure that longer breaks are taken where necessary in order to look after your well-being.
- In addition to the daily check in calls, the last check-in call at the end of the placement will take the form of a longer "debrief" with the opportunity to talk to the Nightstop coordinator about the placement, including what went well and any areas where extra support could be provided.

What's involved with Daystop?

Daystop is where you host a guest in your home during daytime hours – typically 9.00-5.00pm. This means they are more able to socially-distance during the day which helps to manage the risk of Covid-19.

Daystop is not a mandatory element of a Nightstop placement. It may happen at the same host the guest is staying with overnight or a different household. In whichever arrangement, the Daystop household will remain the same for the duration of the Nightstop placement.

When setting up a Daystop arrangement we will agree a set of conditions with you and the guest as to what they can/can't do during the day that falls in line with government guidance.

In addition to the Covid-19 actions outlined above there will be two key conditions of Nightstop which are:

- Guests will not be key-holders and should not be offered a key
- Guests will not be left alone in the host home without the host present

Covid-19 Driving Guidance:

- If a Nightstop driver must be used, both guest and driver must wear a face covering at all times (please note, this should not be a medical grade face mask – please see government guidance for wearing a face covering)
- The Nightstop guest must use alcohol-based hand sanitiser before they get into the car
- The Nightstop guest should sit in the back left hand side of the car
- Car windows should be opened for the duration of the journey to allow for ventilation
- All wipeable surfaces in the car should be cleaned as soon as possible after the Nightstop guest has left using an appropriate household detergent

What should I do if a guest becomes symptomatic?

- If your guest reports Covid-19 symptoms during a Nightstop placement please call NHS111 immediately who will provide guidance or ring 999 in the event of a medical emergency.
- Call the Nightstop On-call service who can offer reassurance to you and your guest. They will also ensure Nightstop staff are informed first thing in the morning so they can re-accommodate the guest into a non-Nightstop setting.
- If this happens during 'Daystop' please inform the Nightstop staff team who will provide support and coordinate guest departure as soon as possible.
- The guest should self-isolate in their room with the door closed and window open, with any meals/drinks provided outside their door for them to collect themselves. The guest should stay there until the morning when they will be moved to a non-Nightstop setting.
- In this event, if possible, Nightstop guest should use a separate bathroom and/or use the bathroom last, after others in household.
- Your guest will be moved to non-Nightstop accommodation the following morning. This may involve organizing an onward taxi to their destination whereupon Nightstop will refund the cost. At weekends, On-call will support you with this process.
- Having had contact with a suspected case of Covid-19 you should now self-isolate and call 119 to book a coronavirus test as soon as possible. You must inform the Nightstop team if the test result is positive. The NHS Test and Trace service will ask you who you have been in close contact with, and you must request that they contact Nightstop. This is so that the Test and Trace team can get contact details for people that you have hosted. You should provide the Nightstop phone number **07500 770 996**, so that the Test and Trace team can contact Nightstop rapidly.

- No further Nightstop guests will be placed in the home until all members of the household have completed their self-isolation period or received a negative test result.
- It is not the responsibility or expectation of Nightstop Hosts to look after an ill guest and we remind you of our Nightstop policy to not provide medication to guests.

Following departure of a symptomatic guest

- Guest room not entered for 72 hours after guest departure.
- Hosts required to follow NHS guidance on sufficient cleaning practices.
- Room ventilated for 2 hours after cleaning
- Nightstop staff will follow-up and support the next working day.
- Guest not placed with Nightstop until results of Covid-19 test known and any necessary 7-14 day isolation period fulfilled
- No further Nightstop guests will be placed in the host home until the household has completed the required self-isolation period, which will be dictated by the Guest COVID-19 screen results

What should I do if I (or a member of my household) become symptomatic?

- If this happens during a Nightstop placement please call NHS111 immediately who will provide guidance or ring 999 in the event of a medical emergency.
- Call the Nightstop On-call service who can offer reassurance to you and your guest. They will also ensure Nightstop staff are informed first thing in the morning so they can re-accommodate the guest into a non-Nightstop setting.
- If this happens during 'Daystop' please inform the Nightstop staff team who will provide support and coordinate guest departure as soon as possible.
- Members of the household with Covid-19 symptoms and the Nightstop guest should self-isolate in their rooms with windows open until morning, following government guidelines.
- In this event, if possible, Nightstop host should use a separate bathroom and/or use the bathroom last, after others in household.
- Your guest will be moved to non-Nightstop accommodation the following morning. This may involve organizing an onward taxi to their destination whereupon Nightstop will refund the cost. At weekends, On-call will support you with this process.
- On the basis you (or another in your household) has a suspected case of Covid-19 you should now self-isolate and call 119 to book a coronavirus test as soon as possible. You must inform the Nightstop team if the test result is positive. The NHS Test and Trace service will ask you who you have been in close contact with, and you must request that they contact Nightstop. This is so that the Test and Trace team can get contact details for people that you have hosted. You should provide the Nightstop phone number **07500 770 996**, so that the Test and Trace team can contact Nightstop rapidly.
- No further Nightstop guests will be placed in the home until all members of the household have completed their self-isolation period or received a negative test result.

What happens if we don't follow the Covid-19 conditions?

The conditions we lay out here for safe hosting during Covid-19 are designed to keep everyone as safe as possible and form part of the hosting conditions that you sign up to when hosting with Nightstop. If we are made aware that these conditions are not being met we will work with you to see how and whether this can be rectified. We will not offer further hosting until we are confident that hosting is being carried out within our conditions as would be the case in any other similar circumstances.