

Communication Pathway

A whole team approach is vital

Aid 1

Personal Responsibility

Challenge	What to do?
If you notice something is not right with your resident and you are concerned about misdiagnosing an outbreak?	Check it out with a senior member of staff and take agreed action. Ensure your concern has been documented.
Not feeling well in yourself. Unsure got a dodgy stomach, feeling a bit nauseas.	Speak to your line manager and decide whether to stay in the community or not.
Have you got a family member or friend exhibiting symptoms?	Advise your line manager and increase your personal care in hand hygiene and general personal and environmental cleanliness.
If an outbreak has been confirmed and you are not sure of who is affected.	Before you start your shift confirm with your team leader the current situation. Make sure you know who the Key Coordinator(s) is.
If you see an external visitor come into the community when it is closed.	Tell the Key Coordinator(s) and line manager.
I've already washed my hands and I'm coming into work, do I really need to use alcohol gel?	On entry and exit to the community and areas within the community hand hygiene is essential. In an outbreak alcohol gel should be replaced with TECcare Protect foam as the second stage decontamination of hands after washing. See 5 moments of hand hygiene page 38 General Practices to determine when to wash versus wash and decontaminate.