



GLA-funded COVID-19 response hotels Q&A on personal protective equipment (PPE) and cleaning

This Q&A applies Public Health England advice to a hotel setting as at 17 April 2020. As PHE advice can change, please check the gov.uk website for the latest advice.

Useful links to government advice on PPE and cleaning:

- [COVID-19 guidance on supported living provision](#) is the most applicable to the homeless hotel setting
- Guidance on how to [use PPE](#)
- Table showing what [type of PPE](#) should be used in a community setting
- [Cleaning](#) in non-healthcare settings
- [Guidance on shielding](#) people who are extremely vulnerable from COVID-19

Personal Protective Equipment Q&A

1. What PPE is needed at each hotel?

Asymptomatic low risk - A small supply of PPE (aprons, gloves and surgical masks) should be stored on site to be used if a client develops symptoms

COVID-Protect (asymptomatic vulnerable, or extremely vulnerable, clients) - A supply of PPE (aprons, gloves, surgical masks and a small supply of eye/face protection) should be stored on site to be used as set out below.

COVID-CARE (symptomatic clients) - We're aiming to set up a regular supply of PPE (aprons, gloves, surgical masks and a small supply of eye/face protection) for these sites.

2. How do we get PPE and who is it for?

GLA is coordinating PPE deliveries to hotels through local mutual aid arrangements while an eCommerce portal for London services is being set up. Further details will be circulated when this is live.

PPE should be shared between support, cleaning and hotel staff as necessary. Health staff should have their own supply of PPE for most sites. If they don't, please share

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the PPE with them on a temporary basis and ask them to contact the GLA to agree an approach.

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3. When should PPE be used?

As a general rule, staff should aim to not come within two metres of symptomatic residents. If staff were to provide direct care (for example washing and bathing, providing personal hygiene or having contact with bodily fluids <2m) to a resident with symptoms of COVID-19, they should wear appropriate Personal Protective Equipment (PPE) as per national [guidance](#).

Asymptomatic low risk and COVID-Protect sites

- Staff should wear PPE if they are within a 2 metre distance of someone with COVID-19 symptoms*.
- PPE is required when staff are within 2 metres of individuals in the [extremely vulnerable](#) group or when entering their room.

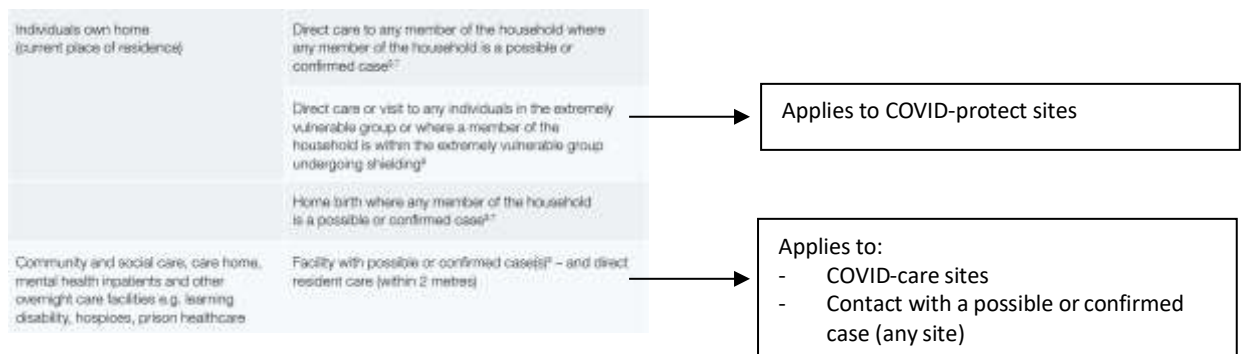
COVID-Care

- PPE should be worn by staff if they are likely to be within a 2 metre distance of a client*

**In practice this may mean wearing PPE to enter an individual's room if it is a small room where a 2 metre distance cannot be achieved.*

4. What PPE should be used?

In most situations where PPE is necessary, gloves, aprons and surgical masks should be worn - see the [type of PPE](#) table. We've indicated below which sections to refer to depending on type of site and/or clients.



Eye/face protection should be worn when there is an anticipated/likely risk of contamination with splashes, droplets or blood or body fluids.

5. What type of face masks should be used?

See the table showing what [type of PPE](#) should be used. Most of the surgical masks being delivered are Fluid-resistant (Type IIR) but when you get a new delivery of PPE please do check this and liaise with a GLA officer if you're unsure.

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6. Do clients ever need to wear PPE?

In communal waiting areas and during transportation, it is recommended that someone with COVID-19 symptoms wears a face mask if this can be tolerated. See [Patient use of PPE](#).

7. How do I dispose of PPE safely?

Double bag PPE, then store securely for 72 hours then thrown away in the regular rubbish after cleaning is finished. See [cleaning](#) in non-healthcare settings guidance.

8. We're running out of PPE, who do I notify?

Some hotels can now order their own PPE directly. If not, please contact Johanna Cooper (Johanna.Cooper@london.gov.uk) and Laura Parry-Billings (Laura.Parry-Billings@london.gov.uk) at the GLA to source additional PPE. Please get in touch with them 2-3 working days before you expect to run out of stock.

9. What other precautions can our staff take?

PPE should not replace the wider health guidance aimed at reducing the spread of COVID-19. Social distancing (maintaining 2 metres distance) should be practiced wherever possible. Staff and clients should also be encouraged to regularly wash hands (with soap and water for at least 20 seconds), or use hand sanitiser if hand-washing facilities are not readily available.

Cleaning Q&A (Low risk asymptomatic and COVID-Protect hotels)

1. How do cleaners know whether to clean someone's room or not?

Cleaning staff should speak to the support staff on site at the beginning of each shift to find out if there are any rooms that shouldn't be cleaned or any risks they should be aware of.

2. If someone has COVID-19 symptoms, should their room be cleaned?

Cleaners should not clean the room of a person with COVID-19 symptoms during the 14-day isolation period, unless it is essential to do so.

3. When can the room of a person who has or has had COVID-19 symptoms be cleaned?

If someone has or has had COVID-19 symptoms their room should be cleaned at least 72 hours after the 14-day isolation period has finished.

In this situation, the cleaner should wear gloves and an apron, but does not require a face mask or eye protection.

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4. What if a room needs to be cleaned less than 72 hours after the 14-day isolation period ends?

If it is essential to clean the room within the 72 hour window, then [cleaning](#) in non-healthcare settings guidance should be followed.

The cleaner should wear PPE: a new pair of disposable gloves and apron for each room; a fluid resistant surgical mask for sessional (i.e. 1 mask for a session of cleaning rooms of suspected cases).

Eye protection isn't necessary as long as the cleaner avoids creating splashes and spray when cleaning.

Cleaning of rooms of people with COVID-19 symptoms should be done in a separate session to the cleaning of the rooms of extremely vulnerable people or asymptomatic people.

5. What cleaning needs to be done after someone with COVID-19 symptoms leaves the hotel?

Please following the [cleaning](#) in non-healthcare settings guidance.

If someone with COVID-19 symptoms leaves the hotel during the 14 day isolation period, their room should be left empty for 72 hours and cleaning should be done after the 72-hour period where possible.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected. It's recommended for items that cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used and GLA are looking in to the logistics of this.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of. To dispose of them, double bag them, then store securely for 72 hours then throw away in the regular rubbish. If any linen is disposed of please inform Maya Walker at the GLA (Maya.Walker@london.gov.uk).

6. What PPE should be used when cleaning the room of a vulnerable or extremely vulnerable person (COVID-Protect hotels)?

Cleaners should use a new pair of gloves and apron for each room they clean. The following should also be considered to minimise risks to individuals who are vulnerable or extremely vulnerable:

- Rooms should only be cleaned when necessary, i.e. rooms should not be cleaned daily.

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- Consider whether guests can be facilitated to change their bed linen themselves and clean their own rooms (i.e. provided with cleaning materials).
- Staff and guests should not shake dirty laundry.
- Cleaning of rooms should be conducted so that cleaning staff are able to stay more than 2 metres away from clients.
- If they are within 2 metres of individuals in the extremely vulnerable group, additional PPE (surgical face mask) should be worn. See [type of PPE](#) for details.

7. Who do I speak to about cleaning contracts?

The arrangement for each hotel is slightly different. Please contact Maya Walker (Maya.Walker@london.gov.uk) at the GLA if you have questions or need to escalate any issues around cleaning arrangements.

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