1. Homelessness Services - Supported Accommodation /Hostels/Temporary Accommodation
Managing service users with COVID-19 symptoms in relation to self-Isolation

Letter about COVID-19 regulations issued to all existing residents and new residents on arrival (letter template 1)

Is the person refusing to adhere to social distancing rules? See flowchart 2

1. Can the provider identify alternative accommodation within their own provision? and if not,
2. Can the local authority provide alternative accommodation?

Move to new accommodation
Continue to monitor and update PHW when self isolation has finished

Person in Supported Accommodation /Hostels/Temporary Accommodation with symptoms
Advised person to self-isolate for 10 days
Re-issue and explain written advice (letter template 1)
Contact PHW 0300 003 0032 to log and advice on arranging testing
Where symptoms are of significant concern additional advice should be sought via NHS Helpline 111

Can they self-isolate in current accommodation?
Risk assessment to be completed

No
Yes

Is the person refusing to self-isolate?
PHW should be alerted as soon as possible

Yes

The provider should ensure that a trauma informed approach has been taken and consider what practical steps could be taken to encourage people to self-isolate

If the person is still refusing to self-isolate then the provider should contact the PHW who with the local authority EHO will consider the appropriateness of legal action against the service user (consideration will be given to the use of Requests to Cooperate, Part 2 A Orders and Schedule 21 powers specific to PHW). Decisions will be based on a case by case basis.

Is the person still refusing to self-isolate?

Yes

Provider to liaise regularly with PHW and/or LA EHO in the management of the person

No

Person stays in their accommodation

Continue to monitor and update PHW when self isolation has finished.

Person stays in the accommodation
Continue to monitor and update PHW when self isolation has finished.

Should symptoms worsen and are of significant concern additional advice should be sought via NHS Helpline 111. If the individual becomes seriously ill or injured or their life is at risk call 999 as an emergency.

1. Can they me moved to alternative accommodation?
2. PHW/LA EHO to proceed with legal action
2. Homelessness Services - Supported Accommodation /Hostels/Temporary Accommodation
Managing service users without COVID-19 symptoms who will not adhere to social distancing rules

Person in Supported Accommodation /Hostels/Temporary Accommodation without symptoms
Letter about COVID regulations issued to all existing residents and new residents on arrival (letter template 1)

Is the person refusing to adhere to social distancing rules?

Yes

The provider should ensure that a trauma informed approach has been taken and consider what practical steps could be taken to encourage people to adhere to social distancing

If a person still refuses to adhere to the social distancing rules, and is causing harm or risk to others, then contact the police
3. Homelessness Services – People sleeping rough with and without COVID-19 symptoms in relation to self-isolation

People Sleeping Rough with symptoms
Contact Outreach services to source suitable temporary accommodation (see Rough Sleepers guidance)
Advised person to self-isolate for 10 days (provide information sheet)
Outreach team to contact PHW 0300 003 0032 to log and advice on arranging testing

Can the individual self-isolate in temporary accommodation for 10 / 14 days?
Risk assessment to be completed
Yes

Is the person refusing to move into accommodation and self-isolate?

The outreach team should ensure that a trauma informed approach has been taken and consider what practical steps could be taken to encourage people to adhere to social distancing

If a person refuses to adhere to the social distancing rules, and is causing harm or risk to others, but is not symptomatic, then contact the police

Contact Outreach services to source suitable temporary accommodation (see Rough Sleepers guidance)
Advised person to self-isolate for 10 days (provide information sheet)
Outreach team to contact PHW 0300 003 0032 to log and advice on arranging testing

Can the individual self-isolate in temporary accommodation for 10 / 14 days?
Risk assessment to be completed
Yes

Is the person refusing to move into accommodation and self-isolate?

1. Can they be moved to alternative accommodation?
2. PHW/LA EHO to proceed with legal action

1. Can they be moved to alternative accommodation?
2. PHW/LA EHO to proceed with legal action

Move to new accommodation and follow process in diagram 1. Receive letter 1. Continue to monitor and update PHW when self isolation has finished

Information leaflet available about COVID-19 advice for People Sleeping Rough

The outreach team should ensure that a trauma informed approach has been taken and consider what practical steps could be taken to encourage people to adhere to social distancing

If a person refuses to adhere to the social distancing rules, and is causing harm or risk to others, but is not symptomatic, then contact the police

Can they be moved to alternative accommodation?

PHW/LA EHO to proceed with legal action

Outreach team to liaise regularly with PHW and/or LA EHO in the management of the person

Move person to accommodation

Contact the PHW who with the local authority EHO will consider the appropriateness of legal action against the service user (consideration will be given to the use of Requests to Cooperate, Part 2 A Orders and Schedule 21 powers specific to PHW). Decisions will be based on a case by case basis.

Is the person still refusing to self-isolate?

Yes

Is the person still refusing to self-isolate?

Yes

No

Is the person still refusing to self-isolate?

Yes

No

Is the person still refusing to self-isolate?

Yes

No

Is the person still refusing to self-isolate?
Contact Public Health Wales Health Protection Team on 0300 003 0032 (between 8am to 10pm) to discuss the case

Review Risk Assessment: Ensure PHW are aware of personal circumstance e.g. Mental Health, Substance misuse, Wellbeing etc.

Contacting the police

If a person sees a crime being committed, a person suspected of a crime is nearby, or you or anyone else is in danger then 999 is the most appropriate number to call.

**The 101 number is for non-emergency situations when the police need to be contacted. Generally, COVID isolation non-compliance would fit into 101 category**