

## Staff Accommodation: Interim standard operating procedures to follow for COVID-19.

### Purpose

This document has been developed for staff members that required accommodation during the Coronavirus (COVID-19) epidemic. It outlines the procedures that are to be followed and the current response plan that has been put in place to help maintain service provision across all three acute hospital sites.

### Response Strategy

United Lincolnshire Hospitals NHS Trust is working closely with Progress Living to ensure that the emerging demand for staff accommodation as a result of COVID-19 is met. However, there remains a significant number of uncertainties around the potential for more widespread transmission so the organisation is liaising with local hotels and bed and breakfast providers to support with accommodating the demand.

Accommodation is being provided to all staff members:

- That are able to continue working but for example, are unable to return home because of friends and family that are self-isolating as a result of showing suspected symptoms that are associated with the COVID-19 virus.
- Accommodation is also being provided for external staff members that have been specifically recruited to help maintain services.

Progress Living will remain the first option for all requests. The use of hotels and bed and breakfast accommodation in response to COVID-19 will be reviewed by the Staff Accommodation Business Continuity Plan lead.

**Staff members are not to organise accommodation themselves and then expect the organisation to reimburse them any associated costs.**

This response also applies to staff members that fall into the following classifications:

- NHS Contracted Locum staff members
- Bank staff members
- Agency staff members that have been agreed via the Central Agency Team

### Procedures

All requests for accommodation are to be made via the accommodation booking team and must be authorised by a line manager to ensure the booking complies with the criteria for staff members that require accommodation.

It will need to be made clear whether or not the booking is for an existing member of staff that is unable to return home or for a member of staff that has been specifically recruited to help maintain services. During normal operating hours, the following contact details for requests for staff accommodation are to be used:

**Telephone Number:** 01476 464487 (10:30am - 1:00pm, Monday to Friday)  
**Telephone Number:** 01476 464576 (1:00pm - 5:00pm, Monday to Friday)  
**Email Address:** [accommodation.bookingclerk@ulh.nhs.uk](mailto:accommodation.bookingclerk@ulh.nhs.uk)

For requests and enquiries outside of the hours above, please contact the Staff Accommodation Business Continuity Plan lead on:

**Telephone Number:** 07393 009016 (8:30am - 8:30pm, Monday to Sunday)

**Email Address:** [Kubilay.Addison@ULH.nhs.uk](mailto:Kubilay.Addison@ULH.nhs.uk)

To access Progress Living outside of the hours above, staff members will need to email the Staff Accommodation Business Continuity Plan lead and call the Progress Living out-of-hours team on one of the following numbers:

Grantham & District Hospital: 03451 303764

Lincoln County Hospital: 03451 303762

Pilgrim Hospital Boston: 03451 303786

Staff members will then need to report to the acute hospital site Switchboard department and collect the out-of-hours Progress Living accommodation pack. Packs will not be issued without United Lincolnshire Hospitals NHS Trust ID being presented to the member of the Switchboard and Main Reception team.

In the event that Progress Living accommodation is full and unavailable outside of the above hours, site Silver Command will coordinate the use of hotels or bed and breakfast providers.

### Procedures for Progress Living

Progress Living are in the process of developing their own response strategies for measures to mitigate the transmission of COVID-19. The following procedures have already been implemented by the housing group:

- If you start self-isolating as a result showing suspected symptoms associated with COVID-19 then please inform the Staff Accommodation Business Continuity Plan lead and Progress Living immediately. You will be asked to self-isolate for a minimum of fourteen (14) days in accordance with government guidance.
- If someone that you share accommodation with starts to self-isolate as a result showing suspected symptoms associated with COVID-19 then please inform the Staff Accommodation Business Continuity Plan lead and Progress Living immediately. As a member of shared accommodation, you may be asked to self-isolate for a minimum of fourteen (14) days as well in accordance with government guidance.
- If you are considered a potential 'at risk' or 'vulnerable / immunocompromised' member of staff and are currently staying in Progress Living accommodation, please let the Staff Accommodation Business Continuity Plan and Progress Living know immediately as you may be relocated to other available accommodation within Progress Living to protect yourself by self-isolating with other 'at risk' or 'vulnerable / immunocompromised' members of staff.

### Polite Reminder for Staff

Staff members are reminded that they are representatives of United Lincolnshire Hospitals NHS Trust and must maintain a professional standard in any accommodation that they find themselves residing within. Inappropriate behaviour will not be tolerated and staff that are found to misrepresent the values of the organisation will be removed from the given accommodation. Staff members that misuse the response strategy that the organisation is

implementing for the provision of staff accommodation will also be removed from the accommodation and will be required to reimburse the organisation for all associated costs.