Management Quick Guide

Information:
The team are available to answer any HR COVID queries. We can assist with supporting long COVID absences, carrying out staff wellbeing calls, advising on correct coding of COVID related absences and arranging for staff tests.

HR COVID Support Team: Contact us at staff.covid19@ggc.scot.nhs.uk

All COVID guidance and FAQ’s are located on the NHSGGC website:

Key Worker Letter:
Staff may be asked for evidence of where they work in regards to travelling during lockdown across Greater Glasgow and Clyde and therefore a key worker letter can be obtained via local senior management teams.

Symptom’s/Close Contact:
Any employee who is displaying symptoms must not attend work, inform management and book a test though the NHSGGC Staff Referral (where possible). Current testing for this service is done at West Glasgow ACH for anyone who drives and is fit enough to attend.

https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5JmgW9YoY5w-BDIHK7ghonYUBURTJBTFE0UEFBN0J2ODU3S0IFNTJJUyZTiQlQCN0PWcu

If an employee is unable or unfit to travel to West Glasgow ACH for a test they should book a test as soon as possible via NHS Inform. A home testing kit should only be requested where a staff member cannot reasonably travel to a testing site or is unfit to travel.

It is extremely important that anyone who has symptoms and is awaiting a test should not attend work until they have received a negative result.

Staff may also be asked to provide evidence to confirm the outcome of COVID-19 test results or if they have been identified as a close contact by Test and Protect.

Childcare and COVID special leave:
Staff who are working from home during the school closures should not be recorded on SSTS under any of the Special Leave COVID-19 categories. You should ensure that you main regular contact and follow arrangements set out in the Homeworking Guide.

A Childcare Key Worker letter can be obtained via your local HR Manager.

Staff members who have to remain at home as their child has been told to self-isolate or has COVID symptoms and they have no other childcare then this should be recorded as COVID special leave (SP Coronavirus). Please note that if a staff member can still work in some capacity each week (i.e requests to start/finish work earlier or work less shifts) then this doesn’t need to be recorded in SSTS. Only full weeks of special leave need to be logged.

If the child has no symptoms and is just unwell then normal leave provisions would apply, e.g. requesting annual, carers or parental leave.

Risk Assessment and Shielding:
For staff who received the new CMO Shielding Notification in December 2020, a copy should be requested as confirmation. Any absence as a result of shielding should be recorded as SP-Coronavirus- Underlying Health Condition.

The Return to / Remaining in Work Pack for Managers should be used following the end of shielding restrictions. This pack includes the Enhanced Return to/Remaining in Work Form and links to the National Occupational Risk Assessment.
Scottish Government – COVID Age Medical Risk Assessment Guidance.

By using the COVID calculator it is intended as part of an occupational health assessment of fitness for work.


Calculator- [https://alama.shinyapps.io/Covid_Age/](https://alama.shinyapps.io/Covid_Age/)

Useful Contact Numbers:

**COVID-19 Staff Support Line: 0141 303 8968**
Are you a Greater Glasgow and Clyde Health or Social Care staff member? Are you worried, anxious or stressed about COVID-19? Are you noticing that COVID-19 is impacting emotionally on you? Offering free and psychological support to those working with the impact of COVID-19.

**NHS Inform: Coronavirus (COVID-19): Your mental wellbeing.**
During the coronavirus (COVID-19) pandemic, it’s important to have the right information. Getting news from unreliable sources can make staff feel more upset and anxious, which is unhelpful when it comes to mental wellbeing. Reliable sources, like the NHS and the Scottish Government, will help staff to stay calm and safe. If a member of your team is struggling with the psychological impact of COVID-19, please refer them to the following NHS Inform site with advice on creating a healthy routine and useful contact numbers if they require support and want to talk to someone. The NHS 24 Mental Health Hub is available 24 hours a day, 7 days a week, on 111. The Samaritans are also available 24 hours a day, 7 days a week, on 116 123.


**Occupational Health Team: 0141 201 0594**
The NHS Greater Glasgow and Clyde Occupational Health Service provides specialist advice to support your health & wellbeing in the workplace.

We are a multi-disciplinary team made up of Specialist Occupational Health Nurses, Registered Nurses, Occupational Health Physicians, Physiotherapists and administration staff.

We proactively work to improve the health & wellbeing of the workforce with a key focus on Healthy Working Lives and supporting the wider NHS agenda of the improvement of health & wellbeing in the community.
**SSTS Codes and Examples**

**Monitoring Absence: Important to note:** Anyone who is self-isolating without symptoms and then goes on to develop symptoms and tests positive, management must update SSTS to reflect this. The same applies for other scenarios. SSTS must reflect the current absence reason and be updated accordingly.

<table>
<thead>
<tr>
<th>SSTS Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SP - Coronavirus</strong></td>
<td>Caring responsibilities - dependants</td>
</tr>
<tr>
<td></td>
<td>- A child’s nursery/childminder or school has been temporarily closed due to a COVID outbreak. Or Test and Protect have identified child as a close contact.</td>
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<tr>
<td></td>
<td>Employees should only temporarily be logged under this code to allow the Parent/guardian to make suitable arrangements for their child’s care. If there is no other suitable alternative, the employee will be able to remain on this code. This code should only be used to record full days of absence due to caring responsibilities.</td>
</tr>
<tr>
<td><strong>SP - Coronavirus – Covid 19 Positive</strong></td>
<td>Employees tested positive for the virus</td>
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<tr>
<td></td>
<td>- Employee has received confirmation that they have had a positive test result for COVID-19 and must self-isolate for the appropriate period of time i.e. starts displaying symptoms or tests positive, they MUST self-isolate for at least 10 days.</td>
</tr>
<tr>
<td></td>
<td>On the occasion they are not fit to return after the appropriate period of time, they should be moved to code: <strong>SP - Coronavirus – Long COVID</strong></td>
</tr>
<tr>
<td><strong>SP - Coronavirus – Long COVID</strong></td>
<td>Employee still unfit for work following positive COVID Test</td>
</tr>
<tr>
<td></td>
<td>- Employee tested positive and after the self-isolation period they would move onto Long COVID. Employee is then expected to seek medical advice.</td>
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<tr>
<td></td>
<td>- In the absence of a test, following GP fit note of an employee who is not fit for work would be placed on this code</td>
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<tr>
<td><strong>SP - Coronavirus – Household Related – Self Isolating</strong></td>
<td>Someone in the household of the employee is displaying symptoms OR Employee is required to isolate prior to an operation or medical procedure</td>
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<td></td>
<td>- Employee’s partner has started to display symptoms of COVID-19.</td>
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<tr>
<td></td>
<td>The employee must self-isolate with the household until the person displaying the symptoms is able to get a test to confirm. If the member of the household tests positive, the employee will remain off for the recommended period of time on this code.</td>
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<tr>
<td></td>
<td>- Employee is due to go into hospital for a hip replacement.</td>
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<tr>
<td></td>
<td>The employee should self-isolate until the operation date and then be placed on sick leave for the remaining absence.</td>
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<tr>
<td></td>
<td>If employee then goes onto test positive please update code to, <strong>SP - Coronavirus – Covid 19-</strong></td>
</tr>
</tbody>
</table>
| SP - Coronavirus – Self displaying symptoms – Self Isolating | Employee is displaying symptoms and awaiting test | • Employee has developed a cough and high temperature and is currently waiting for their test which should be arranged ASAP. Employees should remain on this code until they receive confirmation of test result.  

Result is positive – update code as per above.  

If negative, employee is expected to return to work if well enough too. If not, they should seek medical support and guidance. Depending on advice, employee will be placed on sick leave and should follow absence reporting procedures. |
|---|---|---|
| SP - Coronavirus – Underlying Health Condition | Employee has an Underlying Health Condition putting them in the at risk category | • Employee does not have capacity to work from home and has an underlying health condition which will put them within the at risk category.  

• Employee is pregnant and unable to work from home and is over 28 weeks or under 28 weeks but identified as highest risk. |
| SP Coronavirus – Test and Protect Isolation | Employee has been identified as close contact | • Employee has been contacted by Test and Protect to advise that they need to self-isolate due to close contact with someone who has now tested positive for COVID-19. |
| SP – Quarantine | Employee has returned from abroad and quarantine has been re-imposed. | • Employee has when abroad with authorisation from manager and whilst away, quarantine rules have changed for said country and they are required to remain at home for 14 days. Please keep updated with changes on the FAQ pages. |
**SSTS Coding: Example Recording Process**

1. **Day 1 & 3**
   - Employee is required to self-isolate as a member of their household has symptoms.
   - Recorded as SP - Coronavirus – Household Related – Self Isolating.

2. **Day 4**
   - Employee starts to display Symptoms.
   - Recorded as SP - Coronavirus - Self displaying symptoms – Self Isolating.

3. **Day 5 - 13**
   - Employee Receives Positive Test Result and Required to Isolate from onset of Symptoms.
   - Recorded as SP - Coronavirus – Covid 19 Positive.

4. **Day ≥ 14**
   - Employee is unable to return to work as still suffering from effects of long COVID.
   - Recorded as SP - Coronavirus – Long COVID (regular contact and fit note needed).

5. **Day 1 & 2**
   - Employee Starts to Display Symptoms.
   - Recorded as SP - Coronavirus - Self Displaying Symptoms.

6. **Day 3 - 10**
   - Employee Receives Positive Test Result and Required to Isolate from onset of Symptoms.
   - Recorded as SP - Coronavirus - COVID 19 Positive.

7. **Day 11 - 21**
   - Employee Still Unfit for Work Following Isolation Period.
   - Recorded as SP - Coronavirus - Long Covid.

8. **Day 22**
   - Employee Returns To Work.
   - Manager Ends absence on SSTS and Completes Return to Work Pack for employee - ensuring an enhanced return to work is mutually agreed.
### Sickness Absence v COVID Special Leave Examples

<table>
<thead>
<tr>
<th>Employee</th>
<th>Absence Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee 1 is absent on sick leave from January 2020 (prior to first lockdown/ introduction of shielding) due to ongoing medical condition and remains unfit for work until November 2020.</td>
<td>Absence is recorded as sick leave using the appropriate code on SSTS aligned to the reason for sickness absence.</td>
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<tr>
<td>Employee 2 is absent on sick leave from January 2020 (prior to first lockdown/ introduction of shielding) due to an ongoing medical condition.</td>
<td>Absence is recorded as sick leave using the appropriate code on SSTS aligned to the reason for sickness absence.</td>
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</tr>
</tbody>
</table>
| Employee 3 has an underlying medical condition, was at work and received a shielding letter in March 2020. | If the employee was unable to work in any capacity as a result of being high risk due to their underlying medical condition aligned to shielding, the absence is recorded as **SP - Coronavirus – Underlying Health Condition.** At the end of shielding arrangements in August 2020, a risk assessment and enhanced return to work documentation should have been discussed, agreed and implemented with the employee to allow them to safely return to work in some capacity.  

If the employee was assessed as a high risk and alternative arrangements could not be implemented to support the employee return to work in some capacity then employee should continue on **SP - Coronavirus – Underlying Health Condition** until it is safe for them to return to work in some capacity. In this scenario, the case should be discussed with HR.  

If the employee was supported back to work in some capacity then the absence end date should reflect this on SSTS. | |
| Employee 4 has an underlying medical condition, was at work and received a shielding letter in March 2020. The employee continued to work from home during the shielding period. | There should not be any absence recorded. | |
| Employee 5 has an underlying medical condition and was at work and received a shielding letter in March 2020. At the end of shielding the employee was unfit to return to work. | If the employee was unable to work in any capacity as a result of being high risk due to their underlying medical condition aligned to shielding, the absence is recorded as **SP - Coronavirus – Underlying Health Condition.** At the end of shielding arrangements in August 2020, a risk assessment and enhanced return to work documentation should have been discussed and agreed with the employee.  

If the employee was unfit to return to work then this should be recorded as **sick leave using the appropriate code on SSTS aligned to the reason for sickness absence.** Prior to the employees return to work following sick leave a risk assessment and enhanced return to work discussions should take | |
| Employee 6 has an underlying medical condition, was absent from work due to sick leave from February 2020 (prior to first lockdown/introduction of shielding) and received a shielding letter in March 2020. In July 2020, the employee’s health improved and were no longer unfit for work. | Absence is recorded as sick leave using the appropriate code on SSTS aligned to the reason for sickness absence. At the time the employee indicates they are now fit for work in some capacity, a risk assessment and enhanced return to work should take place. If the employee was assessed as a high risk and alternative arrangements could not be implemented to support the employee return to work in some capacity then employee should be recorded as **SP - Coronavirus – Underlying Health Condition** until it is safe for them to return to work in some capacity. If the employee continues to be classed as high risk following the end of shielding arrangements the case should be discussed with HR. |
| Employee 7 is absent on sick leave and was due to receive surgery/treatment. However, this was cancelled/delayed as a result of COVID-19. | Absence is recorded as sick leave using the appropriate code on SSTS aligned to the reason for sickness absence. If the employee is on nil pay or approaching nil pay a request can be made for extension of half pay, using the appropriate process via HR. |