Hand hygiene and protective clothing
- Ensure that liquid soap and paper towels are available at all sinks.
- Wash hands thoroughly using liquid soap and water before and after any contact with residents.
- Provide 70% alcohol hand rub for visitor use and supplementary use by staff.
- Staff should wear single-use plastic aprons and gloves when caring for affected residents.

Cleaning and waste disposal
- Provide tissues and no-touch bins for used tissue disposal in public areas.
- Provide tissues and covered sputum pots for affected residents. Dispose of these as infectious waste.
- Wash clothes, linen and soft furnishings on a regular basis, and keep all rooms clean.
- Clean all surfaces daily (e.g. lockers, tables, chairs, televisions and floors). Clean hoists, lifting aids, baths and showers between residents.

Reducing exposure during an outbreak
- Care home closures or part closures to new admissions may be considered for at least 5 days after the onset of the most recent case.
- If the home is closed, residents should not be transferred to other homes or attend external activities.
- Inform the hospital in advance if a resident requires admission.
- Residents should only attend out-patient or investigation appointments when clinically urgent. The destination facility should be warned in advance about the infection risk.
- Inform visiting health professionals and rearrange non-urgent visits to the home.
- Care for residents with symptoms in single rooms until fully recovered and for at least 5 days after the symptoms started.
- Affected residents should remain in their rooms as much as possible and be discouraged from using common areas.
- Staff should work in separate teams: one team caring for affected residents and the other caring for unaffected residents.
- Agency and temporary staff in contact with symptomatic residents should not work elsewhere (e.g. local hospital) until the outbreak is over (5 days after the onset of the last case).
- Staff and visitors with symptoms should be excluded from the home until fully recovered and for at least 5 days after the onset of symptoms.
- Discourage the elderly, very young and pregnant women from visiting, as they are at greater risk from the complications of flu.

Immediate actions:
1. Care for symptomatic residents away from others, ideally in single rooms.
2. Allocate staff to work with either symptomatic or asymptomatic residents, not both.
3. Exclude symptomatic staff from work.
4. Implement the infection control measures listed below.

Guidance on the management of outbreaks of influenza like illness (ILI) in care homes

If 2 or more residents or staff members develop the following symptoms within 48 hours:
Temperature ≥ 37.8°C AND acute onset of one or more of these symptoms:
- Cough
- Sore throat or hoarseness
- Nasal discharge
- Nasal congestion
- Sneezing
- Shortness of breath
- Wheezing

You may have an outbreak

Contact the East of England Health Protection Team now on 0300 303 8537 and take the following actions

Stay Well This Winter