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# The Influenza Campaign: A guide for care home managers and staff

2018-19



[www.publichealthwales.org/fluguideforcarehomes](http://www.publichealthwales.org/fluguideforcarehomes)

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## **Key facts about flu & flu vaccination in care homes**

**Care home and social care staff have a duty of care to protect their clients / residents from infection**

- **Flu is easily spread within care home settings, putting staff, residents and visitors at risk**
- **Care home residents are extremely vulnerable to complications of flu**

### **Flu kills**

- **Flu vaccine is the single best way to protect against catching or spreading flu – it is modified each year to be as effective as possible**
- **All staff who are in regular contact with residents in adult nursing and residential care homes in Wales are entitled to a FREE flu vaccine**
- **Flu vaccine is safe**
- **Vaccination of health and social care workers helps lower rates of flu-like illness, hospitalisation and death in the elderly**
- **Employers are responsible for ensuring arrangements are in place to vaccinate their care home and social care workers who have direct client contact**
- **Employers should actively promote the benefits of vaccination by giving staff balanced and factually correct information, and by helping staff understand that if they refuse to be vaccinated they put themselves, their families and the people they care for at unnecessary risk**

## Introduction



Influenza (also known as flu) is a very common infectious disease which spreads easily and can have serious consequences for some people. Most flu infection occurs during the winter months.

Care home residents are extremely vulnerable to flu because:

- Residents are often elderly and frail
- Residents often have many underlying diseases/health conditions
- Flu spreads rapidly in a closed environment like a care home, due to the close contact between residents and staff

Care home staff infected with flu can spread it to colleagues and vulnerable residents – even when the staff member has few or no symptoms. Last winter, there were 88 reported flu outbreaks in Wales, of which 56 (64%) happened in care homes.

In 2014, around a quarter (27%) of care homes in Wales responded to a Public Health Wales postal questionnaire. From the information you provided:

- Flu vaccination uptake was reported to be around 75% in care home residents and around 10% in care home staff
- Recording of residents' and staff's flu vaccination status varies considerably; many care homes could not give accurate information about vaccine uptake
- There is considerable variation in the policies, practices and processes that care homes had for advising about, arranging and administering flu vaccines

People living in long stay residential care homes or other long stay care facilities are eligible for a free NHS flu vaccine.

In 2018-19, all staff employed at adult residential and nursing care homes who are in regular contact with residents are also eligible for a free flu vaccination. The majority of these staff will be providing direct personal or clinical care. Smaller homes are likely to employ staff whose role brings them into regular contact with residents but do not provide direct care. Community pharmacies will play a key role in administering the free flu vaccination to eligible care home staff. All homes are expected to take a planned approach to identifying staff in regular contact with residents and confirm their eligibility to community pharmacies.

## Find your local community pharmacy

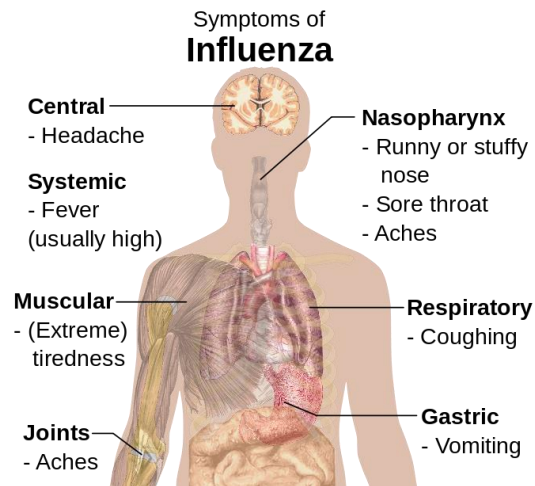
<http://www.nhsdirect.wales.nhs.uk/LocalServices/Default.aspx?s=Pharmacy>

## What is flu?



Flu is a highly infectious viral illness. The symptoms can appear very quickly and include:

- Fever
- chills
- headache
- muscle pain
- severe fatigue
- often also cough, sore throat and stuffy nose



Complications of flu can include sinusitis, bacterial chest infections and meningitis. They can be life threatening, and complications are most common in the very young, older people and people with certain underlying health conditions.

There are three main types of flu viruses: A, B and C, each of which have several different variations (called strains):

- **Type A** usually causes the more serious illness in people. The virus is most likely to change (mutate) into a new version, which people are not resistant to, leading to illness in very large numbers of people e.g. 'swine flu' strain.
- **Type B** generally causes a less severe illness and is responsible for smaller outbreaks. Type B mainly affects young children.
- **Type C** usually causes a mild illness similar to the common cold.

Most years, one or two strains of type A flu circulate, as well as type B.

## How is flu spread?

Flu spreads rapidly, especially in closed communities such as care homes or hospitals.

The illness can be infectious from one day before to several days after symptoms start. This means that someone with flu may be contagious before they feel ill. Some individuals may not develop any symptoms (be asymptomatic) even though they are infected with flu virus, but they can still pass the infection on to other people.

## Flu spreads in several ways:

- **droplets** – contact with respiratory secretions that are released into the air when an infected person coughs or sneezes

- **direct contact** – through direct skin to skin contact, an infected person can pass the virus on for example by shaking hands.
- **indirect contact** – flu virus can survive on surfaces in the environment for up to 24 hours, and people can easily pick up the virus on their hands
- **aerosol** – when droplets are created and remain in the air. This can sometimes occur during medical procedures, such as intubation or chest physiotherapy **NB: Nebulisers are not considered to generate aerosols.**



## How can flu be prevented?

There are three main ways of preventing flu from spreading:

- Flu vaccination
- Good hygiene
- Antiviral medicines

## Flu vaccine

Annual flu vaccination is the single most effective way to protect from catching or spreading flu.

The flu vaccines used in adults contain three or four different types of flu virus (two A types and one/two B type). The viruses are killed (deactivated), so the vaccine **cannot** give you flu.

In Wales, annual flu vaccination is recommended for people at increased risk from severe flu infection or complications of flu ('at-risk groups'), as well as those most likely to pass flu onto vulnerable people. Annual flu vaccination is recommended for a wide range of people (table 1) including all residents of care homes and care home staff with regular client/resident contact.

The flu vaccine is usually available from the end of September and is recommended for everyone in one or more of the risk groups (table 1).

Ideally, for best protection, flu vaccine should be given before flu starts to circulate in the community. However, the vaccine can still offer protection against flu even when given later in the winter.

## Table 1: People for whom flu vaccination is recommended (2018-19 season) includes:



### At Risk Groups

1. People aged 65 years or over
2. Pregnant women
3. People (of any age) living in a residential or nursing home
4. Adults who are morbidly obese (a Body Mass Index (BMI) of 40 or above)
5. People aged between 6 months and 65 years of age who have one or more long term health problems such as:
  - lung disease
  - heart disease
  - kidney disease
  - liver disease
  - neurological disease (such as motor neurone disease, Parkinson's disease or multiple sclerosis)
  - a poorly functioning (or absent) spleen
  - a weakened immune system
  - diabetes

### Other groups

6. Care home staff who have direct patient/client/resident contact
7. Carers
8. Children aged 2 and 3 (age on 31<sup>st</sup> August 2018)
9. Children in primary school (reception to year 6)
10. It is also recommended for all frontline health and social care workers

Because the flu viruses that circulate and cause illness in the community continually change and different types/strains of flu virus can circulate each winter, the vaccine components are changed each year to best match the flu strains that are circulating at that time and provide the best protection. The vaccine components are decided each year by the World Health Organization (WHO).

The flu vaccine causes the body's immune system to make antibodies to flu viruses. Antibodies are proteins that recognise and fight off germs that have invaded and it may take 10–14 days for the immune system to respond fully after a flu vaccine. If an individual catches flu later on, the immune system is better placed to recognise it and produce antibodies to fight it – lessening the chances of becoming ill and of passing flu onto other people.



A flu vaccination is required **EVERY YEAR** to ensure the best protection against the latest strain of the virus. This is because the antibodies will gradually decrease over time, and also because the flu strains circulating and causing people to be ill can change each year. Without an annual vaccine, the chances of being able to fight off flu are reduced.

## Antiviral medication

Flu is caused by a virus, not bacteria: that's why antibiotics do not help. There are medicines called antivirals that are sometimes used to treat flu. Most people who catch flu **do not** need antiviral medication. People who are otherwise fit and well can usually treat themselves by resting, keeping warm, drinking plenty of water (to avoid dehydration) and taking paracetamol or anti-inflammatory medication (to lower temperature and relieve aches).

Some groups of people – particularly the very young, older people, those with underlying medical problems and pregnant women - are more likely to develop complications if they catch flu. General practitioners may prescribe antiviral medication for people who are in a 'high risk group' and medical advice should be sought at an early stage if anyone in these groups develop symptoms of flu.

Antivirals work by stopping the virus from multiplying in your body. They help to reduce the length of illness, relieve some of the symptoms and reduce the potential for serious complications. If there is an outbreak of flu in a care home, antiviral medication may be offered to residents and staff who have been in contact with someone with flu. This may be done even if the staff member or resident is not in a high risk group.

Antibiotics cannot treat or cure flu, but they can be used to treat some of the complications of flu, such as secondary pneumonia.

## Good hygiene

Preventing the spread of germs through good infection prevention and control procedures is a really important way to slow the spread of flu and other infections.

Always:



- make sure you wash your hands regularly with soap and water thoroughly and frequently clean often touched surfaces (like grab rails, nurse call bells, light switches, telephones and door handles) to reduce the numbers of germs in the environment
- make sure thorough environment and equipment cleaning / decontamination schedules are in place and followed
- ensure cough/sneeze etiquette is followed amongst staff and residents i.e. cover your mouth and nose when you cough or sneeze, and put used tissues in a bin as soon as possible, and always wash your hands after disposing of your tissue.





***Staff with any symptoms of flu should be excluded from work until they have recovered, and symptomatic residents should be isolated and cared for within their room until recovered***

Detailed information and guidance on infection prevention and outbreak control in care homes has been produced by Public Health Wales:

- [Guidance on the management of Influenza Outbreaks in Care Homes](#)  [Public Health Wales, Jan 2015]
- [Infection Control Guidelines for Care Homes](#)  [Public Health Wales, updated 2015]

## **Responsibilities of employers**

- It is the employer's responsibility to provide timely, accurate advice about vaccination in an appropriate format
- It is the employer's responsibility to put appropriate arrangements in place for staff vaccinations
- Staff with regular resident / client contact working in adult care homes are eligible for free NHS flu vaccination at their community pharmacy
- For other staff it is the employer's responsibility to pay for the vaccination of frontline staff against flu
- Staff should **not** be directed to seek flu immunisation from their General Practitioner because it is outside the remit of General Medical Services (GMS).

## **Letters to take to community pharmacies to allow your eligible staff to receive a free flu vaccination**

In order for eligible staff to access their free flu vaccine at the community pharmacy they will need to provide evidence that they are employed in a care home and have regular client contact. You may wish to print a letter onto your home's own headed paper and ensure you clearly state the member of staff's name who is eligible and your home's name as this may be useful to your eligible staff. This letter should then be dated and signed by the care home manager and taken by the member of staff to their local community pharmacy to allow them to receive a free flu vaccination there. Template text is provided in English and Welsh ([Community Pharmacy letter for free staff vaccination](#)).

## Common barriers and suggested solutions to help increase vaccination among care home staff and residents



During a 2013-14 survey, care home managers identified several barriers perceived by them to have a negative impact on flu vaccination uptake. The main barriers identified are below alongside some suggested solutions that are currently in use by other care homes, or that have been found to help improve vaccine uptake elsewhere (table 2).

If you choose to implement any of the suggested solutions, the logistics and processes required will vary greatly and depend on multiple factors such as:

- care home size
- geographical location of the care home
- current primary care arrangements for your residents
- working relationships between care home, primary care and health board colleagues
- whether you manage a single independent care home or are part of a large collaboration/group

**Table 2: Reported barriers and potential solutions for increasing flu vaccination uptake**

| <b>Vaccination of residents</b>                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reported barriers</b>                                                                         | <b>Suggested solutions</b>                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Limited policies in place within the care home setting for residents flu immunisation            | All care homes should have a written flu immunisation policy in place for residents, which is known and understood by all care home staff, residents and (where appropriate) residents' next of kin.<br>Residents should be provided with information, and encouraged / supported to have flu immunisation.                                                                                                                                   |
| Limited availability of documentation of residents' flu immunisation status within the care home | Immunisation status of residents should be clearly recorded within their care home notes <i>and</i> within their primary care records.<br><br>This will assist the prompt identification of those who are not protected against flu e.g. for a targeted approach to increasing immunisation uptake.<br><br>This will also assist primary care services and Public Health Wales should cases of flu or an outbreak occur within the care home. |
| Poor communication between primary care and the care home                                        | Having a named individual responsible for flu vaccination within the care home can lead to improved communications with primary care services.<br><br>Consideration should be given to close working and/or shared responsibility with primary care colleagues for advising, arranging and delivering flu vaccination to care home residents.                                                                                                 |
| Difficulty in obtaining general practice appointments for residents                              | Vaccination of residents within the care home is simplest for the residents.                                                                                                                                                                                                                                                                                                                                                                  |
| Resident unwell on the day vaccination occurred / resident                                       | Care homes should make provision, in collaboration with colleagues in primary care, to provide 'catch up' vaccination sessions for residents who miss the initial flu vaccination session, and for any residents who moved into the home after that date.                                                                                                                                                                                     |

|                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| admitted to care home after vaccination day                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Vaccine given late in season                                                                                 | Consideration should be given to close working and/or shared responsibility with primary care colleagues for advising, arranging and delivering flu vaccination to residents in a timely way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Limited information regarding flu vaccination available in the care home                                     | Care homes must ensure that accurate and up-to-date information is available to residents, and that staff have sufficient knowledge to answer queries relating to flu vaccination accurately and in a timely way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Difficulties in obtaining informed consent from residents and where necessary their next of kin              | Consent procedures should be simplified wherever possible but residents (and if appropriate their next of kin) should be provided with the necessary information and support regarding the benefits of obtaining flu vaccination to enable them to make an informed decision in a timely way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Vaccination of staff</b>                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Reported barriers</b>                                                                                     | <b>Suggested solutions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Advice on vaccination not provided to staff                                                                  | <p>All care homes should have written policies and procedures for the provision of advice about vaccines and the administration of flu vaccine (and other occupational health vaccinations) to all staff.</p> <p>You can find information about flu and the flu vaccine from Public Health Wales at <a href="http://www.beatflu.org/">www.beatflu.org/</a></p> <p>Public Health Wales have developed an on-line eLearning module about flu (FluOne) which we recommend your staff complete. FluOne is free, only 10 minutes long, and available at: <a href="http://www.wales.nhs.uk/immslearning">www.wales.nhs.uk/immslearning</a></p> <p>If you have any difficulties accessing the e-learning module, contact: <a href="mailto:Phw.immslearning@wales.nhs.uk">Phw.immslearning@wales.nhs.uk</a></p> |
| Flu vaccination not offered or encouraged by employers to staff with direct resident contact.                | <p>It is the employers' responsibility to support eligible staff access annual flu vaccination. Care home staff with regular client contact may now access a free flu vaccination at the community pharmacy.</p> <p>It is the employers' responsibility to provide advice, and support eligible staff members access vaccination.</p> <p>Having a named individual responsible for flu vaccination within the care home is considered beneficial in ensuring staff understand the benefits, and are offered flu vaccination.</p>                                                                                                                                                                                                                                                                        |
| Staff having to independently fund their own flu vaccination.                                                | This should no longer be a barrier in Wales as staff in adult care homes in Wales with regular client contact are now eligible for free flu vaccination.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Accessibility of vaccine – care home staff are busy people often juggling shift-work and family commitments. | Free flu vaccine is now available in community pharmacies for care home staff with regular client contact.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Insufficient knowledge regarding flu and flu vaccination among staff.                                        | <p>Care homes must ensure accurate and up-to-date information is available for staff, and that staff have sufficient knowledge to answer residents' queries relating to flu vaccination.</p> <p>Care home staff should have access to adequate training. Please contact your health board immunisation coordinator for further details of local courses for immunisers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |



|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                 | E-learning is available at: <a href="http://www.wales.nhs.uk/immslearning">www.wales.nhs.uk/immslearning</a>                                                                                                                                                                                                                                     |
| Flu immunisation training not undertaken by staff.                                              | Public Health Wales have developed an on-line learning module FluOne, available at: <a href="http://www.wales.nhs.uk/immslearning">www.wales.nhs.uk/immslearning</a><br><br>If you have any difficulties accessing the e-learning module, contact: <a href="mailto:Phw.immslearning@wales.nhs.uk">Phw.immslearning@wales.nhs.uk</a>              |
| General lack of understanding that flu vaccine is safe to be given to pregnant staff members    | To provide education and information to all staff groups to ensure that they are fully aware of the benefits of vaccine and the potential life threatening consequences to both mother and child of influenza.<br><br>Encourage all staff to complete FluOne at <a href="http://www.wales.nhs.uk/immslearning">www.wales.nhs.uk/immslearning</a> |
| Insufficient records kept by care homes on flu / flu immunisation training undertaken by staff. | Care homes should record the training undertaken by staff, and the training needs of staff.<br>Maintaining up-to-date records will make it easier for care home managers to identify which staff members require training, or updates.                                                                                                           |
| Immunisation status of staff not recorded by care home                                          | All care homes must record the flu vaccination status of staff in a timely way. This is important for the protection of staff and residents during the management of cases / outbreaks, and in order that information about flu and flu vaccine can be provided to those staff members who have not received vaccine.                            |
| Relationships between care homes and health boards require improvement                          | Links between health boards and care homes should be strengthened to ensure adequate support and collaboration                                                                                                                                                                                                                                   |

## Vaccination of staff and residents

| Reported barriers                                                                                                                                                         | Suggested solutions                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Care home nurses not able to vaccinate                                                                                                                                    | Care home staff should have access to adequate training and competency assessments through their relevant health board.<br><br>Please contact your health board immunisation coordinator for advice and for further details of local courses for immunisers.         |
| Recording of all vaccinations provided to residents and staff is essential to evaluate the effectiveness of the campaign, and for management of cases / outbreaks of flu. | All vaccinations must be recorded in residents' care home notes / staff member's file.<br><br>There must be a system in place to ensure that information is passed to general practice in a timely way so it may be included in individuals personal medical records |

In the near future, you are likely to be asked about your staff and residents' vaccination status routinely during CIW audits of care homes, and also health protection teams during outbreaks. You may wish to take a pro-active approach to put in place processes to systematically collect and document vaccination status within your care home in advance of this information being required.

## What to do if staff or residents in your care home get flu



- Symptomatic staff should be excluded from work until recovered
- Symptomatic residents should be cared for in their own room until recovered and should have minimal contact with other residents e.g. have their meals in their own room rather than in the dining room
- Older people and people with underlying medical problems are more likely to develop complications. If you think one of your residents has flu, contact their General Practitioner at an early stage. The GP can make an assessment, diagnose if it is flu (or something different), and if appropriate prescribe antiviral medication for the patient.
- Ensure good infection prevention and control procedures are practiced in order to prevent spread of flu to other people

## What is considered to be an outbreak of flu in a care home?

Symptoms of influenza are a fever, **PLUS** new onset, or acute worsening of one or more of the following symptoms:

- cough
- nasal discharge or congestion
- shortness of breath
- sore throat
- wheezing
- hoarseness
- chest pain

You may have an outbreak of flu if in the same area of the care home you have:

- **2 OR MORE** cases demonstrating the symptoms listed above arising **within the same 48-hour** period, **OR**
- **3 OR MORE** cases **within same 72-hour** period

At this time you should contact Public Health Wales' All Wales Acute Response (AWARe) Team on **0300 00 300 32**.

## Outbreak Management

It is important to recognise potential flu outbreaks promptly. Care home staff should ensure timely and appropriate control measures are implemented to prevent further cases. Staff must be aware of signs of flu infection within both the residents and themselves, and the need to report these signs immediately to senior management staff when they occur.

Flu can spread readily to other residents, members of staff and visitors resulting in outbreaks. Care homes should have their own clear and concise written outbreak plan

appropriate to the services provided, detailing the actions to be taken in the event of an outbreak.



Care home management must communicate details regarding the outbreak to the following people:

- CIW
- GPs of symptomatic residents - for medical review
- Public Health Wales' All Wales Acute Response (AWARe) Team - for advice
- Residents
- Residents' families and visitors (advise on visiting and other control measures may be necessary)
- Other care providers, if a resident is admitted to hospital or transferred
- Infection Control Teams at health boards if hospitalisation of residents during outbreak occurs.

## Outbreak Actions


Effective communication of the outbreak needs to reach **all** staff (including, where relevant, agency staff and contractors) outlining some of the key actions that may be necessary during an outbreak:

- Reinforce hand and respiratory hygiene messages for residents, staff and visitors
- Appropriate isolation of symptomatic residents until recovered
- Enhanced cleaning schedules
- Enhanced observation to identify suspected new cases and if confirmed, implement necessary control measures
- Exclude affected staff from work until recovered
- Close care home to new admissions
- Postpone day care visits and outside trips
- Delay re-admission of a resident following discharge/transfer from hospital if they have not had flu
- Restrict visitors
- Postpone visits from non-essential outside service providers e.g. hairdresser, podiatrist, etc.

## When discussing a possible outbreak with the All Wales Acute Response (AWARe) Team

The AWARe Team will ask you to provide lots of important information. Use the '**Outbreak Record Form**' on the following page to gather and record the information needed before you ring.

The care home manager should ensure clear written outbreak documentation is maintained including case listings, details, onset date, symptoms, outbreak measures in place, and further actions required. This record should be kept centrally for staff to

access in the absence of the manager. Additionally, the type of infection and how it was managed should be detailed in affected residents' individual notes. 

During an outbreak of flu, care home management should also have a range of printed advice available for care staff, residents, and visitors, in a language that they understand taking into account any cultural or language barriers, so that everyone is fully informed of the situation (see [useful resources](#)).

An outbreak of flu is likely to have resource implications for a care home. These may include the need for extra staff and the increased use of disposable items or laundry, it is advisable that directions on how to manage such issues is contained within the care home's outbreak plan.

In some circumstances, it may be necessary to close the home to new admissions or visitors as a temporary measure. This will be on the advice of the AWARe Team.

## Outbreak Record Form



| Resident/ Staff Name | DOB | Date of onset of symptoms | Date recovered | Symptoms | Flu vaccination |                                     | Date notified to AWARe | Assessed by GP<br>Y/N & Date | Anti-virals prescribed<br>Y/N |
|----------------------|-----|---------------------------|----------------|----------|-----------------|-------------------------------------|------------------------|------------------------------|-------------------------------|
|                      |     |                           |                |          | Y/N             | Date of most recent flu vaccination |                        |                              |                               |
|                      |     |                           |                |          |                 |                                     |                        |                              |                               |
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## Useful Resources

The Beat Flu Campaign provides information, leaflets, videos and links:  
<http://www.beatflu.org/>

A poster is available to raise awareness of the free flu vaccine for care home staff. A supply can be ordered from [www.publichealthwales.org/HealthInformationResources](http://www.publichealthwales.org/HealthInformationResources)

A [flyer](#) aimed at care home staff is also available to download

Guidance on the Management of Influenza Outbreaks in Care Homes. Public Health Wales. 2015. Available at: <http://nww.immunisation.wales.nhs.uk/flu-guidance-and-reports#Guidance>

Infection prevention and control guidelines for care homes. Public Health Wales, 2015. Available at: <http://nww.immunisation.wales.nhs.uk/flu-guidance-and-reports#Guidance>

Welsh Government produce leaflets and posters that may be helpful for staff, residents and next of kin:

Children's leaflet: Flu protect your child - [English](#) / [Welsh](#)

General leaflet: Flu is a killer - [English](#) / [Welsh](#)

[General flu poster](#) (bilingual)

[Catch it bin it kill it](#) poster (bilingual)

You can order a supply of these leaflets and posters at  
[www.publichealthwales.org/HealthInformationResources](http://www.publichealthwales.org/HealthInformationResources)

You can also view and download copies of the leaflets from NHS Direct Wales at  
<http://www.nhsdirect.wales.nhs.uk/doityourself/vaccinations/Leaflets?locale=en>



# MAE'R FFLIW YN LLADD

Amddiffyn eich hun  
ac eraill

Os ydych:

- yn 65 oed neu'n hŷn,
- yn feichiog, neu
- yn dioddef o salwch hirdymor.

Dylech gael pigiad ffliw rhad ac am ddim  
bob blwyddyn gan eich meddyg teulu  
neu'ch fferyllfa leol.

CURWCH FFLIW CYN IDDO'CH CURO CHI!  
[www.curwchffliw.org](http://www.curwchffliw.org)

# FLU KILLS

Protect yourself  
and others

If you are:

- aged 65 or over,
- pregnant, or
- have a long term health  
condition.

You should have a free flu jab every  
year from your GP or Community  
Pharmacy.

BEAT FLU BEFORE IT BEATS YOU!  
[www.beatflu.org](http://www.beatflu.org)



[facebook.com/curwchffliw](https://facebook.com/curwchffliw)  
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[beatflu.org](http://beatflu.org)



# Flu Outbreak: Information leaflet for Residents and Carers



## What is a flu (influenza) outbreak?

Flu-like illness affects many people during the winter months. Two or more cases of flu-like illness occurring within 48 hours in residents or staff from the same care home indicate that an outbreak of flu is possible.

## Precautionary measures for homes with a possible flu outbreak

If care home staff suspect an outbreak of flu, they will ensure that measures are in place to reduce the risk of spread to other residents. They may also advise restrictions on staff and resident movements.

The All Wales Acute Response (AWARe) Team will be supporting them by advising:

- On adequate control measures to be taken to prevent the spread of infection
- That affected residents or staff receive appropriate treatment
- That residents, staff and carers receive appropriate and timely information on the measures being taken

## What are the specific measures that staff can take?

- Wash hands frequently with soap and water and dry thoroughly
- Provide alcohol based hand gels throughout the home
- Ensure frequent cleaning of the care home environment
- Ensure that supplies of soap for hand washing and drying equipment for hand drying are available where all sinks are located
- Provide tissues and appropriate systems for disposal of tissues to residents and visitors who are coughing and/or sneezing
- Maintain appropriate infection control precautions while dealing with affected patients e.g. gloves, single use apron

## How can residents and visitors help?

### Residents with flu symptoms should:

- Avoid using common areas
- Cover their mouth and nose with a tissue when coughing or sneezing

### Visitors should:

- Comply with visiting restrictions implemented within the home
- Wash their hands thoroughly on entry to/leaving the home
- Not attend care home whilst unwell
- Support the home by adhering to other restrictions which may be needed

**If you require any further assistance, please contact Public Health Wales's All Wales Acute Response (AWARe) Team on:**

**0300 00 300 32**

Date

Dear Community Pharmacist,

As you know all adult care homes staff in regular contact with residents are eligible for a free NHS flu vaccine this year in Wales. (Welsh Health Circular (2018) 023: The National Influenza Immunisation Programme 2018-19).

**Name of Staff Member:**

**Full Name of Care Home:**

I confirm that the above individual is an employee of this care home and is in regular contact with residents.

Yours faithfully,

***Manager***



Dyddiad

Annwyl Fferyllydd Cymunedol,

Fel y gwyddoch, mae pob aelod o staff mewn cartrefi gofal i oedolion sy'n dod i gyswllt rheolaidd â'r preswylwyr yn gymwys am frechiad y ffliw am ddim gan y GIG eleni yng Nghymru. (Cylchlythyr Iechyd Cymru (2018) 023: Y Rhaglen Imiwneiddio Genedlaethol Rhag y Ffliw 2018-19).

**Enw'r Aelod o Staff:**

**Enw Llawn y Cartref Gofal:**

Rwyf yn cadarnhau bod yr unigolyn uchod yn gweithio yn y cartref gofal hwn ac mewn cyswllt rheolaidd â'r preswylwyr.

Yn gywir,

***Rheolwr***

