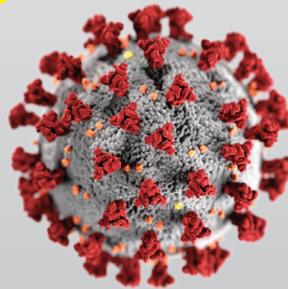


**KINGDOM OF ESWATINI
MINISTRY OF HEALTH**



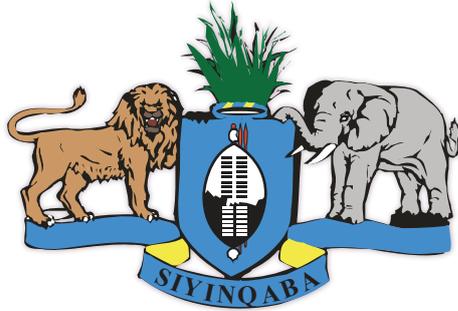
Home Care Handbook

**for
Suspected & Confirmed
COVID-19 Clients**

**Date: May 2020
Revision: 00
Document Superseded: None**



**FNB Eswatini
Foundation**



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FOREWORD

In December 2019, China saw an eruption of the coronavirus outbreak leading to a large number of people dying of COVID-19. Subsequent to the outbreak, the coronavirus spread rapidly and uncontrollably across countries resulting in more deaths in large numbers. In view of the rapid spread of the coronavirus across the globe and the exponential growth in death rate due to COVID-19 in various countries, on the 11th March 2020, the World Health Organisation (WHO) declared the coronavirus epidemic a pandemic. Pursuant to the WHO declaration, on the 13th March 2020 the Kingdom of Eswatini declared a National Emergency in an effort to create a conducive environment for effective emergency response in controlling the spread of the coronavirus and preventing deaths caused by the Covid-19. The Government of Eswatini through the Ministry of Health has therefore taken drastic preventive measures to control the spread of the coronavirus by making self-isolation or state-isolation and testing of all COVID-19 suspected cases mandatory. This handbook therefore outlines specific homecare guidelines, practices and techniques that families have to use in order to manage a suspected or confirmed case during self-isolation and for confirmed cases that have tested negative while waiting for the final test. Further to that, this handbook also provides guidelines for handling of the deceased and burials. The whole intention of this handbook is to ensure the safety of all family members and cohabitants during the self-isolation period and in handling of deaths.

The handbook is therefore declared as the official guiding document for managing homecare of COVID-19 suspected and confirmed cases.

Signed by

Senator Lizzie Nkosi,
MINISTER FOR HEALTH

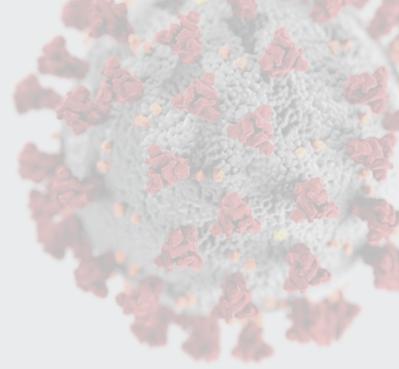


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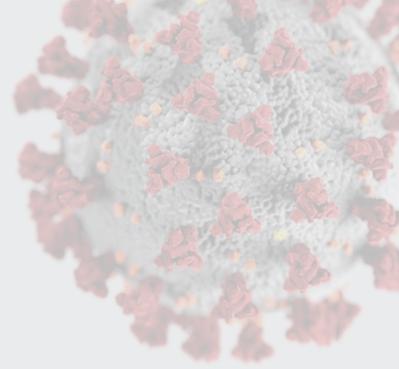
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The development of the Home care COVID 19 protocols was made possible by the generous donation of First National Bank Foundation. The Ministry of Health appreciates this support to the COVID 19 response. The protocols were developed by officers from the Ministry of Health and her partners.

The following individuals are acknowledged for their efforts and contributions towards the development of the protocols:

- | | |
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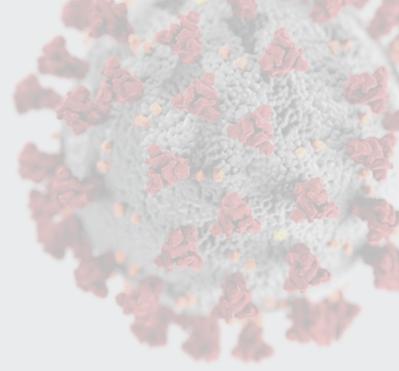


INTRODUCTION

The Ministry of Health has developed the “Home Isolation for Suspected or Confirmed COVID-19 Clients - Standard Operating Procedures (SOP)” to assist individuals, families and communities to reduce the risk of contracting COVID 19 during home isolation of COVID 19 suspected or confirmed clients. Clients presenting with mild illness, hospitalization may not be possible because of the burden on the health care system. If there are patients with only mild illness, providing care at home may be considered, as long as they can be followed up and cared for by relatives.

The goal of this document is to provide explicit information on the control, prevention and management of COVID -19 clients in the home environment. These, are precautions that have to be taken at home to reduce illness, deaths and transmission of COVID-19 to uninfected contacts. Isolation at home is important for minimizing the spread of COVID-19 among family members.

PROTOCOL 1



Once a client is identified as a suspect or has been confirmed as a COVID 19 case, the following guidance is provided for the patient and carers:-

1.1 COVID-19 Suspect/Confirmed Client

- a. Stay at your home at all times.**
 - To prevent the spread of COVID-19 and to avoid re-infection.

- b. Separate yourself from other people in your home.**
 - Stay in a separate room, use your own electronics, utensils (dish, drinking glass, cup, plate, bowl, spoon, fork) and bed linen
 - Use a separate bathroom (if possible) from the common family bathroom.
 - Wear a face mask at all times.
 - Take walks around your home (while avoiding contact with other family members) to keep physically fit
 - Limit the number of caregivers to one (1)

- c. Take medication as directed by medical team**
 - To support your recovery

- d. Stay in touch with your medical team**
 - To monitor your health
 - To report newly developed symptoms and complications.

- e. Ask someone to assist with errands**
 - Outdoor essential errands such as shopping, paying bills.

- f. Take care of yourself**
 - Get enough rest and stay hydrated.
 - Frequently wash your hands with soap and running water at least every 30 minutes
 - Cough and sneeze on a flexed elbow or use tissue and dispose in a disposal bin or plastic bag
 - Use tissue once and discard
 - If you use a handkerchief, use it once and put it in a disinfectant (1:9) overnight

g. Take care of your room

- Damp dust your room with soap and water then disinfect with an alcohol based disinfectant
- Have a closing disposal bin or plastic bag for contaminated materials such as used toilet tissue
- Linen
 - Soak your linen in jik/water solution (1:9) overnight
 - Do your laundry and hang in direct sunlight

1.2 Caregiver

a. Protect yourself when caring for a suspected or confirmed COVID-19 client.

- Wear gown, apron, face mask and two pairs of gloves at all times when giving help to the client.
- Avoid touching your mask during use
- Avoid touching mouth, eyes and nose at all times

b. Provide support

- Have the medical team contact number.
- Check if the client takes medication as per the doctor's instruction.
- Make sure client takes a lot of fluids and gets enough rest.
- Watch for warnings signs on client such as
 - o Difficulty in breathing or shortness of breath
 - o Persistent pain or pressure in the chest
 - o New confusion or inability to wake up
 - o Bluish lips or face
- Re-assure family members and allay any anxiety.
- The extent of caring for the client will be determined by the health of the client for example weak clients will need more assistance. Clients are encouraged to do chores for themselves as much as possible to keep the body active.

1.3 Family members

- Observe social distancing of 1 meter or above
- Avoid hugging
- Avoid shaking hands
- Always wash your hands with soap and running water or alcohol (60%) based hand sanitizer
- Limit contact with client, if possible,
 - o Use separate bedroom and bathroom
 - o Avoid having visitors
- Allow client to stay in a separate room
- Do not share electronics, utensils (dish, drinking glass, cup, plate, bowl, spoon, fork) and bed linen, bathroom with client if possible.
- Assist in the running of external errands
- Keep ongoing communication with client through electronic means such as cellphone

1.4 Discharging Client from hospital to home setting

Before the patient is discharged, the following should be done:

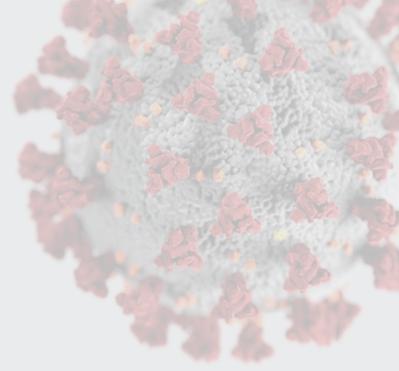
1.4.1 Prepare family

- Before the patient is discharged the family is prepared for the arrival of the client
- Identify main caregiver: Caregivers should wear a medical mask that covers their mouth and nose when in the same room as the patient. Masks should not be touched or handled during use. If the mask gets wet or dirty from secretions, it must be replaced immediately with a new clean, dry mask
- Choose a room in your home that can be used to separate sick household members from those who are healthy. If it is not possible to have a separate room, implement social distancing by keeping at least 1 meter.
- Identify a separate bathroom for the sick person to use, if possible.
- Clean these rooms, as frequently as possible, and ensure free air circulation

1.4.2 On discharge

- a. Following two (2) negative COVID 19 results the client who has been admitted is discharged home
- b. The client will be self isolated for the next 30 days or when the final COVID 19 test is negative
- c. During this isolation period, the above preventive measures are adhere to. This means the client is treated as COVID 19 positive until the final test result is negative.

PROTOCOL 2



2.1 Prevention and Control at Home

2.1.1 Hygiene

- Frequently wash hands with soap and running water or use alcohol (60%) based hand sanitizer.
- Observe social distancing of 1 meter or above
- Use flexed elbow, tissue when coughing and immediately dispose used tissue
- Frequently clean and disinfect surfaces such as tables door handles, light switches, toilets, sink and electronics.

2.1.2 Laundry

- Wear disposable gloves when handling dirty laundry
- Do not shake dirty laundry
- Used bed linen, towels, sleep wear and other textiles should be stored in a dedicated laundry bag in the client's room until it is washed.
- In the case of using a washing machine, the clothes should be washed with warm water at 60°- 90°C using laundry detergents and disinfectants
- Washing such clothes should wear hand gloves and wash them with warm water, detergent and disinfectant such as jik.
- Clothes and belongings of the deceased person should be handled with care
- Dry the laundry using direct Sunlight

2.1.3 Use sealed lined bin

- The client should have a waste bag in his or her room for used tissues face mask and other waste.
- Use gloves when handling waste and wash your hands after.
- Place used disposable face mask, gloves and other dirty items in a lined bin

2.2. Psychosocial Support

2.2.1 Stigma and Discrimination

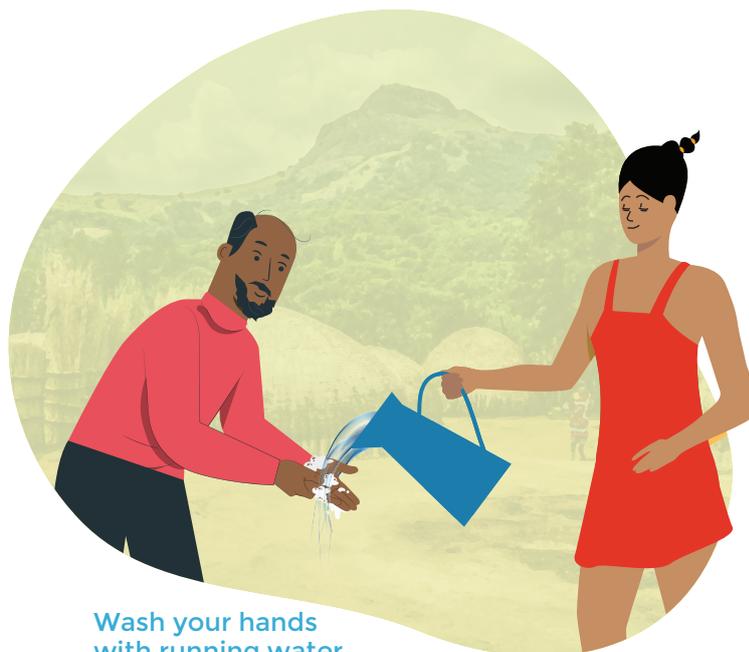
- Stigma can occur once a person is suspected or has been diagnosed with COVID -19.
- Stigmatized clients can be subjected to social avoidance or rejection, denial of health care, education, housing or employment and physical violence.

2.2.2 How to overcome self-stigma?

- It is normal to feel sad, stressed, confused, scared or angry during a crisis.
- Talking to people you trust can help. Contact your friends and family.
- If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.
- Don't use smoking, alcohol or other drugs to deal with your emotions.
- If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.
- Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.
- Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.
- Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.

2.2.3 How to overcome family stigma?

- Continue to support family member.
- Avoid labelling or name calling of family member.
- Seek more relevant health information about COVID-19.



Wash your hands
with running water

2

WASTE MANAGEMENT

These guidelines are based on current knowledge on COVID-19 and existing practices in management of infectious waste generated in a house where a COVID-19 patient is isolated. The Infection Prevention and Control (IPC) guidelines recommend specific measures to be followed by all, including isolation homes, quarantine places, laboratories, and common biomedical waste treatment and disposal facilities, in addition to existing practices.

Following are the recommended waste management guidance:

- Mandatory wearing of gloves
- Mandatory usage of two separate liners which should be sealed or tied
- Mandatory labelling and colour-coded bins for the management of waste generated during the diagnostics and treatment of suspected and confirmed COVID-19 patients
- Generators of waste are responsible with the guidance of the health team for packaging waste for collection to the final destination.
- Transport Drivers should not package waste.
- Each bag must be hand tied by gathering and twisting the neck of the bag and using a tie or hand knot, or rubber band to secure the bag, and each container must be securely closed.
- Closed bags must not be visible once a secondary container (plastic, box or reusable tub) is closed.
- Always properly package waste in appropriate container to limit risk of contamination.



1
Line the container or box with red liner



2
Tie the red liner when $\frac{3}{4}$ full

3

Keep the generated waste at an identified safe and proper place

PROTOCOL 3

HANDLING OF DECEASED PERSON WITH COVID-19 AT COMMUNITY LEVEL

This information is designed for use by the family of the deceased person with COVID-19, community leaders, funeral undertakers, health team in collaboration with the Environmental Health Officer to guide the burial process.

Recognizing that COVID-19 is a highly infectious disease, an Environmental Health Officer should be assigned to every funeral of a person who has died of COVID 19 to ensure that the following steps are adhered to as referenced in the Guidelines for the proper Management and Burial of a Dead Body of a Person due to the COVID 19.

3.1 Death of a person due to COVID-19 at home

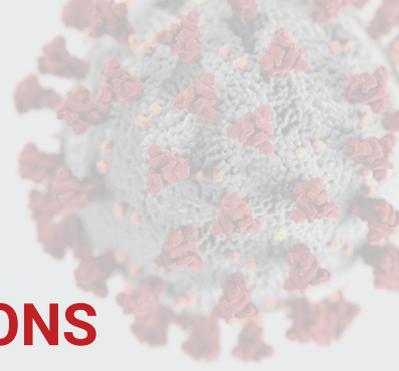
In the event of a death in the home, the family should inform the health team to provide a shroud and the funeral undertaker

Burial Steps

- Any person preparing or handling the dead body should be someone who is well aware of proper hand washing procedures and ensure that hands are thoroughly washed with soap and running water at all times after handling the body.
- The number of family members in the room where the dead body should be kept at a minimal, (3-5 people), well ventilated with enough lighting
- Those attending funeral should not exceed 20 people and must observe social distance and wear masks.
- Rituals and religious rites relating to the dead body should not be performed.
- Hand hygiene using running water and soap should be done frequently during and after the burial.
- Those attending the funeral should wear masks.

3

FREQUENTLY ASKED QUESTIONS



1) Q: What is COVID-19 Coronavirus Disease 2019)?

A. COVID-19 also referred to as Coronavirus disease 2019 is a disease that was first identified in December 2019 hence the reference to 19. It is a respiratory viral illness that can spread from person to person through droplet infection.

2) Q: How can I prevent COVID-19?

A. The best way to prevent COVID-19 infection is to adhere to the Ministry of Health guidelines such as staying at home; hand washing using running water and soap; coughing on flexed elbow; avoid touching eyes; social distancing of at least 1 meter and use of a mask.

3) Q: Should I wear a face covering or face mask when I go out in public?

A. YES.

4) Q: Can disinfectant sprays or wipes be used on my skin to prevent spread of COVID-19?

A. NO.

5) Q: Can you use hand sanitizer if water is not available?

A. YES: If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

6) Q: Are there any vaccines or other medical products to prevent COVID-19?

A. NO (at the moment)

7) Q: Is it safe for me to donate blood during the coronavirus pandemic?

A. YES

8) Q. Are people tested for COVID-19?

A. YES (By health professionals)

9) Can exposure to high temperature prevent infection to COVID-19?

A. No.

10) Can home remedies cure COVID-19

A. No.

School Closure and Children

Discourage children and teens from gathering in other public places with friends while schools are closed to help slow the spread of COVID-19 in the community.

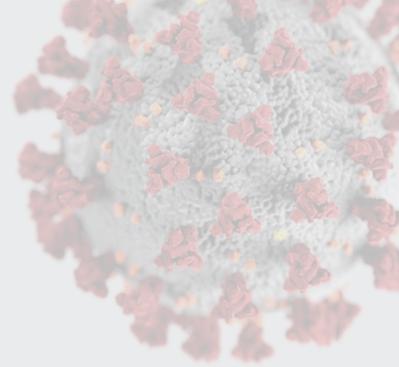
Many schools are offering lessons online (virtual learning). Review assignments from the school, and help your child establish a reasonable pace for completing the work.

If you face technology or connectivity issues, or if your child is having a hard time completing assignments, let the school know.

HOW TO WASH YOURS HANDS



ANNEXES



ANNEX 1: HOME CARE ASSESSMENT CHECKLIST

Assess for the availability of the following	Yes	No
Structure		
1. Conducive home setting		
2. Access to running water		
3. Separate well ventilated room/house for client		
4. Availability of bathroom		
5. Secured home		
6. Availability of toilet		
7. Number of occupants in household		
8. Vulnerable members of the family		
9. Other family members to consider		
Care giver		
1. Availability		
2. Underlying illness		
3. Above 45 years		
4. Literacy		
Home care package		
1. Availability of gloves		
2. Availability of mask		
3. Availability of soap		
4. Availability of sanitizer		
5. Availability of utensils		
6. Availability of laundry bin for client		
7. Availability of disinfectants		

NOTES TO TABLE

Conducive home setting: It must be a stand-alone home, avoid flats, crowded houses.

Running water: It can either be safe portable water, tap water.

Literacy: Able to read and write.

Vulnerable groups such as: Family members above 60 years, diabetic, TB and any chronic lung, cardiovascular and kidney diseases

Other family members to consider: Children below 5 years, People living with HIV

ANNEX 2: CARING FOR A COVID-19 PATIENT AT HOME



CLIENT MANAGING COVID-19 AT HOME



ANNEX 3: WHAT'S EXPECTED OF FAMILY MEMBERS WHEN CARING FOR COVID-19 CLIENT AT HOME



WHAT'S EXPECTED OF FAMILY MEMBERS WHEN CARING FOR COVID-19 CLIENT AT HOME

1. Observe social distancing of 1 meter or above
2. Avoid shaking hands
3. Always wash your hands with soap and running water or use alcohol (60%) based hand sanitizer
4. Limit contact with patient, if possible,
 - Use separate bedroom and bathroom
 - Visitors should not be allowed
5. Allow patient to stay in a separate room
6. Do not share electronics, utensils (dish, drinking glass, cup, plate, bowl, spoon, fork) and bed linen, bathroom with patient if possible.
7. Assist caregiver and client in the running of external essential errands



ANNEX 4: ISOLATION OF A COVID-19 SUSPECTED CASE AT HOME



CARING FOR A COVID-19 PATIENT AT HOME



PROTECT YOURSELF WHEN CARING FOR A COVID-19 CLIENT

- Wear face mask and gloves at all times when giving help to.
- Avoid touching your mask during use
- Avoid touching mouth, eyes and nose at all times
- Frequently clean with soap and water and disinfect mostly touched surfaces



TAKE CARE OF YOURSELF

- Get enough rest. Frequently clean with soap and water and disinfect mostly touched surfaces, practice proper personal hygiene. Cough and sneeze on a tissue and dispose properly.
- Frequently wash your hands with soap and running water, following the proper hand washing procedure or use alcohol (60%) based hand sanitizers.



PROVIDE SUPPORT

- Have the doctors contact number.
- Help the patient to take medication as per doctor's instruction.
- Make sure client takes a lot of fluids and gets enough rest.
- Provide assistance in patient's errands
- Watch for warnings signs on patient such as
 - difficulty in breathing or shortness of breath
 - persistent pain or pressure in the chest
 - new confusion or inability to wake up
 - bluish lips or face

ANNEX 5: CLIENT MANAGING COVID-19 AT HOME

TREATMENT GUIDE FOR COVID-19 POSITIVE

This guide has first line, second line treatment and supportive treatment

Mild Condition

First line
Azithromycin 500mg OD 5/7 +Flutex syrup or tablets
if COVID-19 positive at day 4&5

Second line
LPV/r 2 BD 4/7

Supportive treatment

- Paracetamol
- Vitamin C
- Encourage plenty warm fluids
- Encourage balanced diet
- Encourage plenty fruits
- Health education and counselling
- Continue with treatment of other medical condition
- If you notice symptoms like new confusion, difficulty in breathing, change in skin colour

Test dates

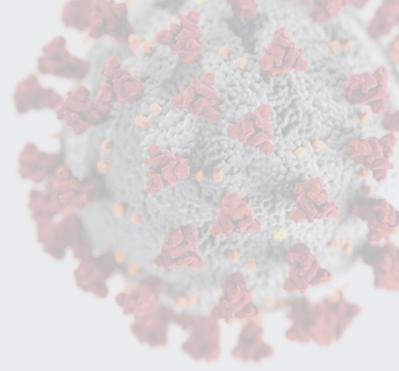
Day 4
Day 14
Day 30

if patient deteriorates

Admit to hospital



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1. World Health Organization Home care for patients with COVID-19 presenting with symptoms and management of their contacts. Interim guidance, 17 March 2020. (Internet). Available from:
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