



Infection Control – Managed Solution

Safe, Protect, Smart

Infection control

Managed Solution

The worldwide spread of Coronavirus (COVID-19) has changed the way people go about their daily lives and interaction with the built environment overnight. There is no longer the “norm” in the approach to infection control and it has to be tailored to the facility, as there are many variables that exist when limiting the spread of the virus.

Throughout the recent unprecedented times, ENGIE have been at the forefront of developing innovative infection control solutions, ensuring that critical sites such as hospitals and courts which have had to remain open, protecting our customers, visitors and staff.

We have rapidly developed new risk and resilience procedures across our business, lead by our Public Sector solutions team, specialising in Education, Healthcare and all public sector buildings. Along with our new risk and resilience procedures we are able to offer our clients a complete managed solution which not only assess the risk to staff and visitors but puts in place suitable and appropriate solutions specific to the site and function.

The coordination of reopening facilities after the disruption caused by the worldwide pandemic cannot be underestimated and must be done in an effective, efficient and structured way. As part of our new risk and resilience procedures we have identified the steps needed for facilities to reopen providing clear guidance for facilities managers which includes:

- Evaluation of the facilities
- Recommended alterations
- Systems, processes and the environment
- Future-proofing

Our approach

Experience of new coronaviruses (SARS-CoV and MERS-CoV) has been used to develop our managed solution which brings in new process, techniques, equipment and solutions. We are able to help in a number of ways such as:

Screening

Entrance Pods

Portable entrance tunnel systems, which acts as an all purpose safe, non-alcohol bacteria decontamination point. In addition to entrance pods we are also able to deploy thermographic monitoring.

This is a mobile solution that uses cameras to quickly and effectively identify any individual with elevated temperatures, which can be set up at entrance points as well as in classrooms.



Sanitisation

Sanitisation stations

We are able to provide a range of hand sanitizer stations from fixed digital stations, through to mobile stations on casters for easy placement and movement for example next to entrances or by computer teaching areas. We are also able to supply OdorBac Tec 4 hygiene spray which is non-toxic, non-irritant, non-flammable solution for students to clean their own workspaces after use.



Deep cleaning regimes

Deep cleaning and enhanced regimes

Routine cleaning and disinfecting is key to maintaining a safe environment for students and staff.

With enhanced cleaning regimes in place it may negate the need for additional cleaning should a suspected case of CV-19 has occurred. We are able to offer deep cleaning services as well should it be required.



Method Statement

		Method Statement No		Covid-19	
Contract Name		Central Government		Contract No	
Task/Activity		Section 16 Covid Clean- Soft Services			
Location of Work		Non-Healthcare Facilities			
Start Date		[insert on date of clean]	Duration	Dependant of area to be cleaned	
Company Carrying Out Work		Engie	Risk Assessment Ref	1033	
Contractors to be Used		Engie Soft Service Teams			
Name of Person Completing MS		[insert site specific details]	Name of Supervisor in Charge	[insert site specific details]	
Plant and Equipment to be Used					
Type			Inspection Requirements		

Supporting the Clean Hands Regime

Hand hygiene

The importance of hand hygiene as part of infection control is vital. 80% of communicable diseases are transferred by touch alone. When deployed effectively good hand hygiene can be one of the more effective measures to prevent the spread of infection.

Linked to our sanitisation solution our clean hands regime ensures adequate solutions across the facility ranging from hand wash sanitisation stations to individual dispensers.



Maintaining social distancing

Social distancing

Maintaining social distancing in an education environment is challenging. Throughout the recent epidemic we have been working with our clients such as Hospitals to identify new ways to achieve this, not only through the adaptations of the built environment, but also through the use of technology. As an example, our tech solutions include using building sensors and cameras to identify hot spots and alerting / delivering other groups of people to use alternative routes. Also through the use artificial intelligence and cameras it is possible to be automatically alerted when groups are forming, staff can then be sent to disperse or speakers can be used to request individual to move apart.



Modular solutions

New spaces

Quick and effective low-cost modular solutions to create new purpose built spaces allowing additional individual room design in various sizes allowing for effective social distancing solutions. Our modular building solution can be ready for occupation within weeks and we are able to explore a range of commercial models to address any capital needs. Additionally we are able to work with our network of private sector clients with surplus space such as hotel chains and commercial premises as short term additional capacity.



The benefits to our total management solution are:

- **Fully managed and coordinated service** – Risk managed and controlled
- **Minimise disruption** – Reduced risk of closure, keeping the building operational
- **Maintain a hygienic building** – Reduced risk of infection spread
- **Relax people's fears** – Evidence of a proactive approach
- **Reduce costs** – Limit risk of costly remedial works
- **Short and Medium Term capacity solutions** – Ability to create space quickly

Should you wish to enquire about any of these options in further detail please contact:



**DEPARTMENT
READY**

**YOUR ROUTE IS NOW
BEING CALCULATED**



ENGie

Social Distancing and Patient Flow Managed Solution

Safe, Protect, Smart

Patient Flow

Managed Solution

- Tackling social distancing and patient flow within a hospital environment is challenging. Using innovation and technology ENGIE have developed a solution to assist in the management of patient flows with not only the aim of managing the risks of transmission of COVID-19, (the infection caused by SARS-CoV-2) while attending hospital appointments but also to improve the customer experience.
- There are more connected devices in the world today than humans. With the development of new technologies and the COVID 19 Pandemic, we have to look at how we can work differently. The way society and communities are behaving is changing at pace and technology is playing an ever more important part in peoples' lives. Research shows that 78% of our patients have a mobile phone.
- The aim of using the COVID – 19 Patient Flow application is to support in delivering government guidance on working safely during coronavirus.
- Our application is designed to help manage the transmission risks associated with attending hospital appointments. It will also reduce risk of catching COVID or transferring it to other staff members.

Our approach

A fully managed service to improving patient flow, preventing infection, encouraging social distancing and improving the customer experience through the use of technology and digital platforms

Planned

- The patient will be sent a text questionnaire 24 hours prior to their appointment to confirm no symptoms and that they will be attending. If the patient is symptomatic, alert to be sent to admin team call and re schedule patient and offer available slot to another patient, therefore actively managing their waiting list.



- On arrival in the hospital carpark the patient is sent a notification and asked to check in. Living maps will locate the patients and send a notification to enter the Hospital by a specified route.

Scheduled

Preventing congestion in the hospital departments

- The Patient checks in and enters department they will be attending. Holding screen will be displayed providing safety guidance. Please note notifications are available at any point during their journey.
- The application will provide the framework and the Trust can choose the message.

ENTER DEPARTMENT



Improved Patient flow

Appointment Scheduling and Way Finding for visitors

- A notification is sent to the Patient when the department is ready, this will minimise concentration in the waiting area. The framework can be amended to display the clinician's name and room to enter to ensure transition from car park to appointment is as short as possible.
- The concentration or volume of patients in a given area can be monitored and the patient can be guided via the least busy route to their appointment. The patient's phone is used to navigate them around the building. If a hot spot develops, the application re-route the patient. For example, if there is a Concentration of people of main reception, the application will direct the patient in to another entrance maintaining social distance.



Benefits

- Preventing patients from visiting hospital should they be showing symptoms. A text sent 24 hours prior to their appointment to confirm no symptoms. If the patient is symptomatic, alert to be sent to admin team call and re-schedule patient and offer available slot to another patient, therefore actively managing their waiting list.
- Encourages patients to maintain 2m social distancing through way finding app which helps them avoid congested areas.
- Arrange one-way traffic through the hospital, supported by stickers on floors remind 2ms apart and corridors divided to encourage 1 way traffic.
- Reducing the number of people each person has contact supporting booking templates for example: Fixed teams – directing patient to a specific room or waiting area.
- Ensuring transition from car park to appointment is as short as possible.
- Staggering arrival time and departure times to reduce crowding in and out of the department, supporting booking templates.
- Reduce congestion – more entry points in not all coming down the same corridor – combine with markings and using 1-way flow at entry and exit points.
- Send patients reminders that hand sanitizer is available along route to their appointment and entry/exit.
- Send patient a reminder to attend cleaning station to have temperature taken, wash hands and apply mask.
- Support in keeping clinicians and patients punctual.
- Keep activity time involved with a patient as short as possible.
- Restrict access between areas – direct patients around and rather through departments.
- Reduce flow of patients coming in – ensure you provide right level of support patients.
- Minimise contact with reception staff.

