

COVID-19 WORKING TOGETHER TO KEEP EVERYONE SAFE

Advice & Guidelines for Families Accessing Adult & Eldercare

As you are aware we review and update our practice to meet the ever changing situation we find ourselves facing with COVID -19. We are following advice from the Government, NHS and Care Quality Commission (CQC), and have put extra precautions in place to minimise risk by taking sensible safeguarding measures before, during and after care takes place to ensure the wellbeing of our clients and carers. It's still business as usual, and there are no differences to the high-quality care provided.

We have created the following guidelines and highlights on existing practices so that we can all work in partnership to Keep Everyone Safe.

Check if any member of the household where care is due to take place has a temperature and/or any symptoms – please contact us immediately if so.

If anyone in your household has developed any symptoms such as a new continuous cough, a high temperature or a loss of, or change in, your normal sense of taste or smell (anosmia), you must inform the Back Up Care Team immediately. If care is deemed essential we may still be able to support you. If care is not essential then it will be suspended during the isolation period until the all clear is given. Please refer to the guidance in the link below for further information on isolating periods.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Before care takes place

Introductory Call & Care Assessment

The local care manager will be in touch to introduce themselves and to carry out a care assessment. Due to social distancing measures this will be carried out over the phone or via a video call. We recommend also taking this opportunity to discuss the following points together:

- Will other members of the household (not receiving care) be present during the visit, if yes discuss how you will maintain social distancing.
- Confirm that everyone in the household are symptom free, if anyone does have symptoms please disclose this to the team.

Regular cleaning & hygiene

- A good standard of regular cleaning of frequently touched areas such as surfaces, sinks, taps, bannisters and door handles etc., will help minimise the transfer risk of any germs. If support with cleaning is needed please mentioning this during your care assessment and your carer will be able to help with this.
- Please ensure cleaning materials, tissues and hand wash are available for the carer to use throughout the day. If support is needed to collect supplies/shopping please mention this during the care assessment so help can be arranged.

During the day

When your Carer arrives

- Your Carer may be wearing a face mask/covering when they arrive. We ask that you give them space to enter the home and direct them straight to your nearest bathroom so they can wash their hands before introductions are made. They may also wish to change their clothes at this point dependent on their method of transport for their commute.

Keep 2 metres apart

- To ensure social distancing we ask that there are no additional visitors to your home during care. We have also asked that the Carer try to maintain 2 metres away from anybody they are not providing care for i.e. other members of the household.
- If other members of the household are present they should liaise with the Carer to agree timings for when they will be using specific areas of the home i.e. the kitchen, to reduce the amount of people in one contained area.
- Where possible/safe leave internal doors open to minimise contact with door handles.

Use of Personal Protective Equipment

- Carers will be wearing new disposable gloves and a new plastic apron for your visit.
- Carers will wash their uniform every day at a high temperature.
- Carers may also wear a face mask and face shield to reduce the risk of them contracting the infection, especially for any close contact activities.

It is recommended that rooms are kept well-ventilated, especially if you are unable to spend time outside.

If someone becomes unwell

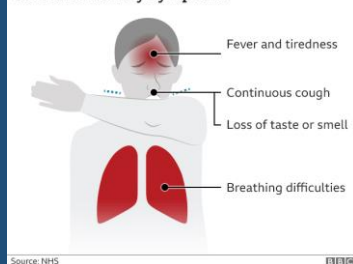
Whilst the visit takes place- If the Carer or anyone in the household develop any symptoms such as a new continuous cough or a high temperature, or a loss of, or change in, your normal sense of taste or smell (anosmia), where possible any unnecessary contact with them should be limited and PPE should be applied.

If anyone within your household becomes unwell with COVID-19 symptoms up to 14 days after a booking has taken place please reach out to the Back Up care Team to inform them.

What we are asking our Carers to do to keep you safe:

- If a Carer is displaying symptoms of coronavirus they will be asked to self-isolate and remain home for a minimum of 10 days.
- Carers have been asked to take their temperature at the start and end of each day to ensure they are symptom free.
- Our Carers will be avoiding public transport. Opting to walk, cycle or drive instead. If the use of public transport is unavoidable the Carers will wear masks/coverings and ensure social distancing where possible.
- The Carers will be practising good hygiene. Including frequent handwashing with soap for 20 seconds each time (especially when they arrive and leave your home). Also ensuring they are coughing/sneezing into tissues or elbows only, disposing of tissues and washing hands afterwards.
- Identify busy areas across the household where people travel to, from or through, for example, stairs and corridors and minimise movement or prolonged amount of time spent within these areas.
- Carers will avoid sharing cups, water bottles, cutlery or crockery. Where unavoidable they will ensure it is thoroughly cleaned first.
- We advise not to share food and drink which may have come into contact with other individuals first.

Coronavirus: Key symptoms



If you or someone you live with has a 'new, continuous' cough, a high temperature or a loss of, or change in, your normal sense of taste or smell (anosmia), you should all stay at home for 14 days.

Though a person who has had symptoms and is then clear after 10 days, that person can return to their normal routine.