

Advice and Guidelines for Families Accessing Adult and Eldercare

As the government guidance continues to change and evolve, at Bright Horizons, we will be adapting in response to these changes and how this may affect you.

We need to ensure we are minimising risk by taking sensible safeguarding measures before, during and after care takes place to ensure the wellbeing of our families and Nannies/Carers. We have created the following guidelines and highlights on existing practices so that we can all work in partnership to Keep Everyone Safe.

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

- The Nannies/Carers will be practising and encouraging good hygiene for both themselves and the those they are looking after. Including frequent handwashing with soap for 20 seconds each time and coughing/sneezing into tissues or elbows only, disposing of tissues, and washing hands afterwards.
- It is recommended that rooms are kept well-ventilated, especially if you are unable to spend time outside. However, we have informed Nannies to only open a window if there is a window restrictor in place to stop a child from falling from a height. If it is safe for them to open a window they will ensure children have dressed in weather-appropriate clothing, with additional care and attention for young babies.
- Where appropriate, Nannies/Carers will be encouraging independence (wiping own faces, dressing etc.)
- Nannies/Carers may choose to use face masks/coverings for intimate care tasks. Masks/coverings will also be used if someone were to become unwell with COVID-19 symptoms whilst the Nanny/Carer is providing care to provide protection until you are able to return home.

Before care takes place

If anyone in your household has tested positive for covid-19 or is following local Government guidelines to self-isolate you must inform the Back Up Care Team immediately so care can be cancelled until the isolation period is over. If the Nanny/Carer arrives in the meantime do not allow them into the home.

Regular cleaning & hygiene

- Please ensure the cleanliness is to a good standard with regular cleaning of frequently touched areas such as surfaces, sinks, taps, banisters and door handles, etc., to minimise the transfer risk of any germs.
- Please ensure cleaning materials are also available for the Nanny/Carer to use throughout the day.
- Please ensure you have a sufficient supply of tissues and hand wash in the home for your children and the Nanny to use.

When your Nanny/Carer arrives

- Your Nanny/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 or a handover is completed.

Please note:

As vaccinations are not currently mandatory for Bright Horizons' staff, staff are not currently required to disclose their vaccinations status. We encourage our staff to get vaccinated in accordance with our commitment to Keeping Everyone Safe and Government guidance.