



MEMORANDUM

30.06.20

We want to provide you with updates regarding Covid 19 and processes that have undoubtedly had to change as a result. We have all worked hard through unprecedented times and Social Care Workers have become critical workers because without you the NHS would have been overwhelmed. You should all be immensely proud of your role; you made certain Service Users in our care remained safe.

We are still operating during lockdown rules and you are to observe ALL guidance from the government at work and at home. It is essential that you do.

PPE

We have been informed by Public Health Walsall and the local authority that in Walsall there still remains sustained transmission of Covid 19. This means that it is **MADATORY** that you wear full PPE at all times in every visit. You must also wear masks when out in public. You have a duty of care to prevent the spread of infection, at work and at home. Masks, Gloves and aprons and hand gel are to be used. Please do not wear your masks under your chin, these renders the mask contaminated and will not offer you the full protection. It is essential that you keep your masks free from contamination at all times. This includes the storage of them. Do not place single masks in your handbags or pockets etc. you must keep them in the sealed bags they we issue them in. Where Covid is present or suspected you must wear face shields. It is imperative that you protect yourself and Service Users at all times. If you suspect any service users of having symptoms then please raise an alert via Birdie. We have a duty to make weekly statutory notifications to CQC and the local authority regarding symptomatic service users and staff and we can make sure the necessary precautions are made for all staff attending

We still have stocks of hand cream and hand wash, request these from the office should you require any, they are there for your use so please request them. All PPE is monitored and we are aware of how much PPE each care worker should be using. It is imperative that you can demonstrate that you are delivering care in a safe manner. To do this you require correct PPE which has been supplied to you free and we are aware not only from concerns raised by Service Users/Family members but by our own audits of PPE issued to each member of staff that some of you are not complying with Health & Safety and are not wearing PPE. PPE is in place to protect you, your colleagues and Service Users. Make sure that you are wearing the PPE at all times. Easement of lockdown rules means that the risk of the virus spreading is very high and you need protection at all times whether at work in at home and in public.

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1. You must **ALWAYS** wear PPE if within 2 meters of people. You must be bare below the elbows and do not wear nail varnish or jewellery and make sure your hair is tied back neatly, ideally in a bun.
2. If you are travelling with 2 in a car, you must both be wearing a mask or one person is to sit in the drivers and the other in the back on the opposite side. Keep your windows open.
3. If you are on the phone and are wearing a mask, please use speaker phone **WHERE APPROPRIATE**. Don't put the phone to your mask whilst on the phone as this can cause contamination.
4. Don't wear your masks under your chin or put a hair bobble/ scrunchie in your pocket as this can also cause contamination.
5. You cannot put your mask in your pocket to use for later for the same reason.
6. When wearing your mask, make sure the **COLOUR** side is facing outwards.
7. If someone is coughing or spitting or is likely to spit, make sure you wear your eye protection. This is also relevant for when assisting someone to eat is a lot of saliva is produced.
8. PPE needs to be stored correctly i.e. in a clean bag or in the boot of a car. They should be kept away from contaminants and not left lying around.
9. **DO NOT GEL** your gloves. If you put hand gel on your gloves, this can degrade the gloves and lead to them breaking thus causing contamination.

Infection Control & Prevention

This is a main priority for us in Social Care and we have been investing heavily over the last few weeks to help limit the spread of infection. The introduction of Birdie has been a huge success, not only to ensure that daily records are up to date and in real time but it also limits the need for staff to distribute the records and the completion of paper documents. We have invested in new uniform for all staff members and these will be distributed to each of you once we have received the delivery. For those of you who ordered new uniforms recently and had the payment deducted from wages, you will be reimbursed for those new uniforms as the company will be paying for your new uniform. We have also purchased re-useable masks for your immediate family to provide them with protection as well as each of you, especially as the easement of lockdown continues. It is necessary to protect all staff from infections and this means protecting your loves ones too. We are also looking at providing backpacks in order for you to maintain contaminated free PPE and these bags will be used each day/shift as part as your uniform. New ID Badges will be issued early next week; again we will contact you as soon as they are ready. Your safety is of paramount importance to us so please ensure that you are compliant with the rules of lockdown and the use of PPE. If you have any ideas that you think would help with any aspect of Infection Prevention then please email us your ideas at enquiry@care2ultd.co.uk.

CM2000

It is vital that you log in and out of all visits and stay the full length of time required. Walsall MBC have advised that they will only fund visits that have been completed to the required duration i.e. in full. They are no longer paying planned times for visits. If a service user has requested that you leave the visit before the planned time ends then you must clearly record this on Birdie Care Management with a specific reason as to why they wish to cancel. If you have not completed Birdie and you leave the visit without recording the reason then there will be no payment for that visit. Please be aware that follow up calls are being made by team leaders and Walsall Council to make sure that all care required is what is being delivered. **If you have been requested to**

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leave early then do not log out. Please be aware that you **CANNOT** log into your next visit early, you must leave time that you would have been in your cancelled visit in order for the correct amendment to visit code to be used on CM2000. If you have not left the correct amount of time then WMBC will not make a payment for the visit at all and this will affect your wages. WMBC have advised there should be no reason that all visits cannot be logged using CM2000, if you cannot use the tag then you must use the service users own phone and log in/out as you used to. Visits not completed in full will not be paid. It is very important that you adhere to these rules when using CM2000; we want your payment of wages to reflect the work you do without deductions for not complying fully with CM2000. CM2000 advises that there are no issues with software or tags as they monitor all service users of Walsall MBC.

Birdie Care Management

Like us we hope that you feel Birdie has been of great benefit. You must understand the importance of accurate and factual report writing. Information and communication is key when providing care in the community. At each visit you must complete daily records; there can be no excuse for failure to do so. It is vital that records are maintained. With Birdie family members and other professionals have access to the information that you are recording, please make your reports as factual as possible. You must log in and out of each visit for services users with no * on their name on your rota. Like CM2000 monitors and creates invoicing/payment of wages for Social Service Service Users, Birdie will do the same for privately funded Service Users. If you do not log in and out correctly then this will affect invoicing and wages. If you identify symptoms of Covid 19 with a service user then please report this via the Birdie app.

Additional Hours

Please remember that you are Health & Social Care Workers and that during Covid 19 and ongoing within the next few months our sector will be called upon to support service users who are in need of care in the community, especially if the infection spikes. So far during Covid 19 there has only been a few of our staff who worked above and beyond regular hours of work in order to provide care for not just our service users but for Covid positive patients. We thank you all for your hard work. Be prepared as Health & Social Care Workers to support care in the community should the infection spike and you are required to work additional hours outside of your regular work pattern. Hopefully with stringent PPE and infection control procedures being followed the infection should not spike. Recruitment of additional staff is a priority at present. If you are aware of any candidates who are seeking employment then please forward details via enquiry@care2ultd, you will receive a recommend a friend reward.

Once again – thank you all for your hard work and commitment we are proud of our team. We know that recently you have worked above and beyond and it is appreciated not just by your team but service users too.

Regards

Roger & Theresa

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