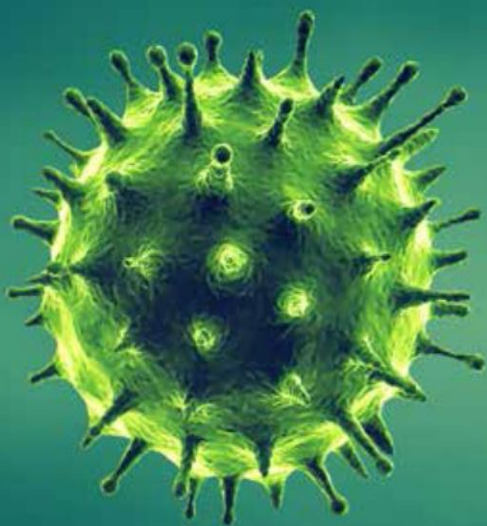


It is really important that you read and use this document

How to help stop the spread of Coronavirus (COVID-19)

Service user edition (August 2020).



Care 2 U

Keeping staff & Customers Safe.

**Be Aware, Plan Ahead, Let Us Know,
Consult and Inform, Get Tested.**

What is COVID-19?

COVID-19 is an infection that is spread via droplets from person to person in close contact. The virus can also remain on surfaces that are not cleaned and pass to people who touch these and then their mouth without washing their hands.

This leaflet is intended to help support you and provide some general principles to make services delivered safer for service users and carers, by doing so helping to control the spread of COVID-19 in Walsall.

This is general advice. Further information is available via NHS and Government websites. We will provide additional specific advice and guidance as the pandemic progresses and when new information becomes available.

General advice:

1. Recognise signs and symptoms of COVID-19:- **high temperature or continuous cough or change to normal taste or smell**. Any staff or family members from their own household, service users or others in their household displaying these symptoms should self-isolate, arrange to be tested for the virus and seek appropriate advice. You can check symptoms online <https://111.nhs.uk/covid-19/> (carers can access this via Birdie APP).
2. Maintain social distancing where possible. Face coverings are currently required by law to be worn in the following settings: shops, supermarkets, indoor transport hubs, indoor shopping centers, banks, building societies, post offices and on public transport. You are also required to wear them when car sharing whilst at work.

From 8 August, it will also be required by law to wear face coverings in a greater number of public indoor settings including: museums, galleries, cinemas, places of worship, and public libraries. The full list can be found in the link below. While not mandatory until 8 August, it is recommended that face coverings are worn in these settings now. It is also strongly encouraged that a face covering is worn in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

Children under 11 (Public Health England do not recommend face coverings for children under the age of 3 for health and safety reasons) and those with certain disabilities are exempt from wearing face coverings.

Further information on exemptions as well as templates if you would like to use an exemption card, badge or sign can also be found at the following link: <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

3. Ensure regular handwashing and/or use of alcohol based hand gel. Care staff to follow training and guidance issued by the company. [WHO Guidance on this link](#).
4. Ensure enhanced cleaning of premises, especially on touchpoints such as **door handles, light switches, toilet handles etc. This should be done at/following each visit to service user's home in the areas worked.**
5. Encourage good cough hygiene – cough or sneeze into a tissue and bin it appropriately. **Catch it, Bin it, Kill it.....**
6. As a minimum, carer's must; ensure that type11R or type11 surgical mask, gloves and apron is worn at every call attended without fail. If carer's don't have them or run out, they must not enter the service user property or continue to work until this has been resolved. No exceptions.

Key principles for you to follow.

Be Aware

Keep yourself and others up to date with the latest guidance on COVID-19. We are empowering you by informing you of what is expected of carers visiting your home. **Please challenge and report any carer attending from Care 2 U that is not wearing full uniform and PPE (mask, gloves, apron, uniform and visor (if you have a cough)).** This letter has been circulated to carer's by Care 2 U via WhatsApp, Email and other forms of communication used by the company. Carer's are required to Comply with guidance and agreed ways of working to keep you and others safe & reduce the risk of COVID-19 affecting the company and safe services delivered.

Carer's should:

- Carry out a COVID-19 risk assessment at the beginning of each call attended i.e. – ask service users how they are feeling (**high temperature or continuous cough or change to normal taste or smell**).
- Have received and completed donning and doffing of PPE training. This is critical to keeping you and others safe when minimising transmission of COVID-19 virus. If carer's have not completed this training, they should contact management immediately. Public Health England has produced a new illustrated guide to PPE, for care workers which is [available here](#). PHE & NHS have produced a very useful & informative video tutorial on how to put on & take off (Donn & Doff) PPE that is 7 minutes long [available here](#). Please make sure you inform the office if you have you have experienced carers not wearing PPE.

- Carers instructed to maintain 2m social distancing outside of work.
- Minimize the risk of spread using a mask, PPE and other means where 2m distancing is not possible.

Plan Ahead

Make sure you communicate with care work employees attending and management & Care 2 U keeping up to date with any changes or potential reports of COVID-19 symptoms. We will use all communication channels to advise of what you should do if a care employee, you or your family shows symptoms and/or tests positive for COVID-19.

Specific guidance & support can be found on the national government website:
<https://www.gov.uk/COVID-19>.

Let Us Know

If you have someone in your close family or anyone you have come into contact with has reported COVID-19 symptoms, it is important to let us know. We can then work together to control any potential spread and support everyone affected in partnership with local PH (Public Health).

The sooner you report any symptomatic cases, the faster we can act and support to control any potential spread.

The risk to service users from care employees attending is very low. This is because carers have received comprehensive training in infection control procedures and how to minimise the spread of infection.

Care workers and all of whom they have come into contact with (symptomatic or confirmed cases of COVID-19) will only need to isolate if Infection Control Procedures have not been adhered to.

Consult and Inform

It is important to us to make sure we discuss and communicate arrangements and inform all persons attending or visiting our offices or using our services of the measures we have put in place and what is expected of them/what they need to do.

Make use of local resources, updates and information at the following link:

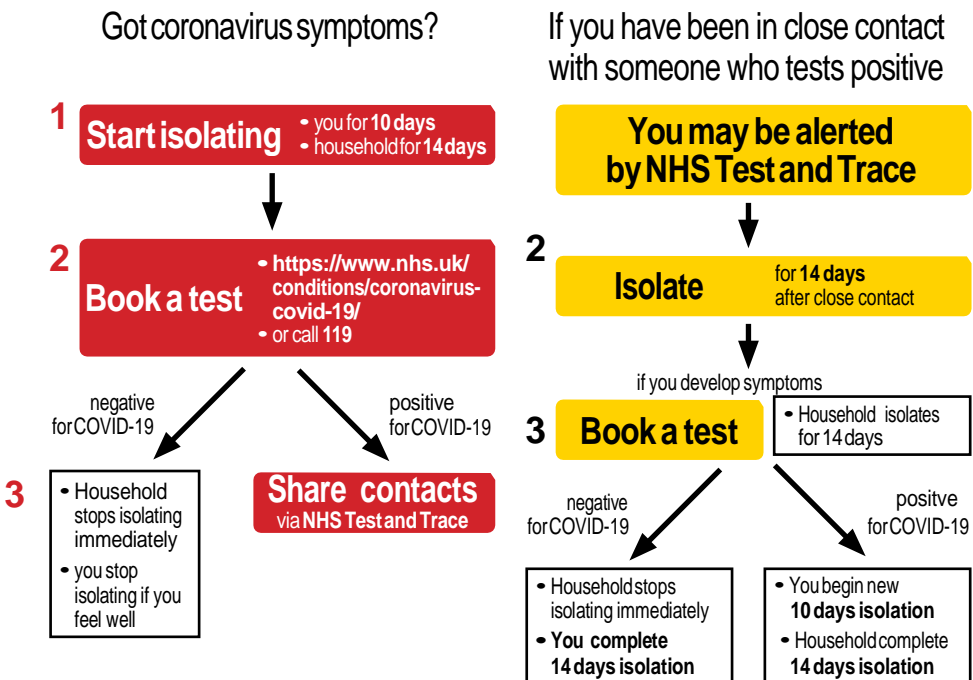
https://go.walsall.gov.uk/covid-19_information

Get Tested

Ensure you know how to get tested if you have symptoms. Ignoring symptoms or positive test results may create a larger outbreak & put others at risk. Testing information is available at <https://www.gov.uk/COVID-19> or dial 119 to arrange a test.

A National Test and Trace service has been established. All positive COVID-19 test results will be investigated and any recent contacts will be traced. Current guidance (correct 31/07/2020) can be found below and at the link:

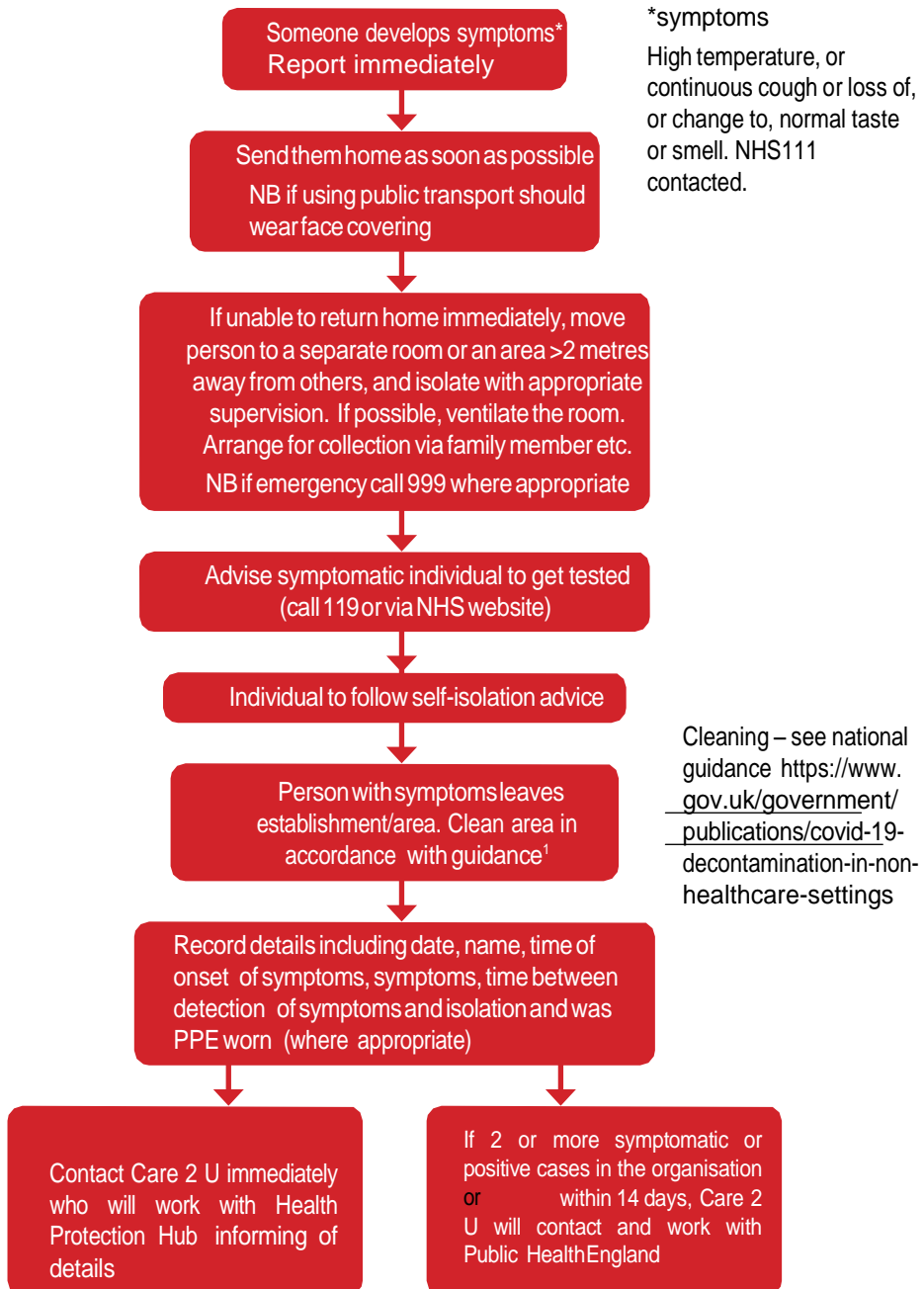
NHS Test and trace: how it works: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>



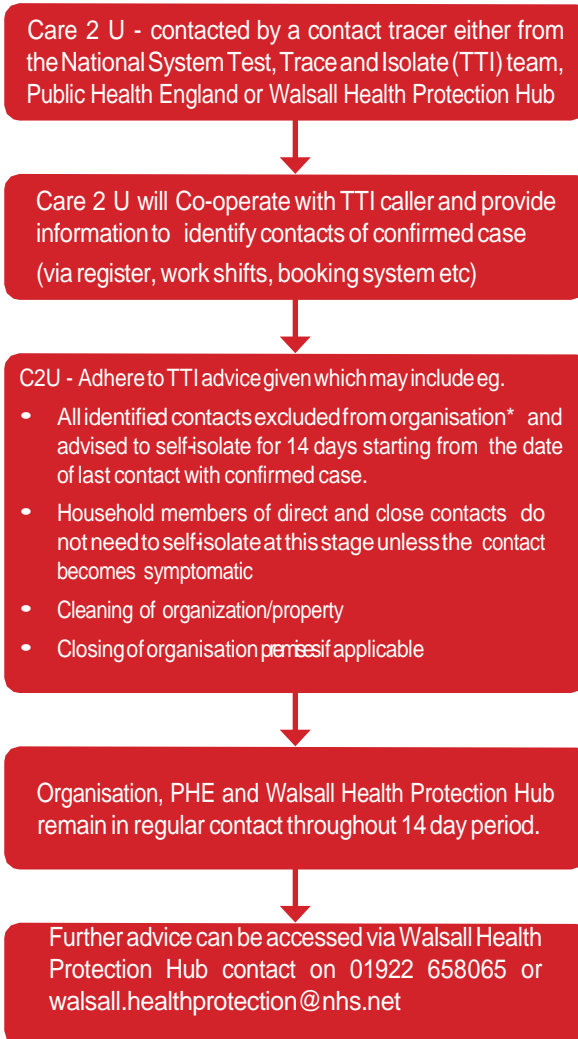
Care workers and all of whom they have come into contact with (symptomatic or confirmed cases of COVID-19) will only need to isolate if Infection Control Procedures have not been adhered to.

This will be assessed and decided by public health teams and track and trace service.

Appendix 1: Immediate action if an individual develops COVID-19 symptoms at Care 2 U



Appendix 2: Management of a confirmed COVID-19 case



*advice should be via contact tracing service however should be discussed and agreed during the telephone conversation

Arrangements for management of a possible outbreak

If you Care 2 U become aware of two or more symptomatic or confirmed cases, or there is a high reported absence which is suspected to be COVID-19 related, then;

- Walsall Council, CQC & Public Health England will be notified promptly.
- Company emergency plans will be implemented if necessary.

Additional Guidance

How to work safely in domiciliary care

www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care

COVID-19 personal protective equipment (PPE)

www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

Resources for care workers working with people with learning disabilities or autism

COVID-19 guide for care staff supporting adults with learning disabilities or autistic adults

www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism/care-staff

Home (domiciliary) care PPE resource

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/892496/Domiciliary_guidance_v2_15Jun.pdf

Dementia in care homes and COVID-19

www.scie.org.uk/care-providers/coronavirus-covid-19/dementia/care-homes

Considerations for acute personal protective equipment (PPE) shortages

www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe

Quick guides for putting on and taking off PPE

www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures

My 5 moments for hand hygiene

<https://www.who.int/infection-prevention/campaigns/clean-hands/5moments/en/>

Please note that as COVID-19 is a rapidly evolving situation, guidance may change with little notice.

Health and Safety of individuals & care employees within their own work practice remains the duty and responsibility of each and every individual and therefore we request that, in addition to familiarising yourself with the content of this document you contact Care 2 U if you feel you need more information.

Phone Care 2 U on 01922 659637

Email; enquiry@care2ultd.co.uk