

Coronavirus Update (Staff and Volunteers) Caring for the People we Support

Please be aware that this is an evolving situation and advice may change.

Update as at 26th March 2020

Following the Government announcement people should now only go outside for food, health reasons or essential work for example providing care to a vulnerable person.

Everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages - even if you do not have any symptoms or other health conditions.

You can only leave your home:

- to shop for basic essentials - only when you really need to
- to do one form of exercise a day - such as a run, walk or cycle, alone or with other people you live with
- for any medical need - for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- to travel to and from work - but only where this is absolutely necessary

Key Advice:

- If an individual we are supporting presents symptoms, the Local Health Protection Team (HPT) should be contacted immediately. The HPT will carry out a risk assessment based on the information provided and advise the specific actions to be taken. This advice could be to:
 - Self isolate in the home
 - Refer to NHS Services

Carers will be provided with advice, support and necessary PPE as required. Please note that the advice provided will be unique to the individual setting and should be followed.

General Principles:

1. Minimise as much as possible the time any vulnerable members of the household spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep all shared spaces well ventilated

2. Aim to keep 2 metres (7 feet) away from each other. Staff directly supporting vulnerable individuals who are self-isolating should wear the appropriate PPE at all times when providing support - the below table outlines the Government advised levels of PPE required:

Personal Care	General Support
<ul style="list-style-type: none"> • Latex gloves • Long-sleeved water-resistant theatre gowns • FFP3 respirator masks • Goggles / Eye Glasses 	<ul style="list-style-type: none"> • Latex Gloves • Disposable apron • Fluid resistant facemask

In addition, rigorous hand hygiene should be carried out before and after each activity

3. For properties with shared bathroom / toilet facilities, it is vital that these are cleaned every time they are used (i.e. wiping down surfaces with normal household cleaning products). Bathing should be rostered with vulnerable individuals not showing symptoms using this first and those presenting with symptoms using last
4. Where available, all kitchen and dining utensils should be cleaned in the dishwasher. If no dishwasher is available, utensils should be washed thoroughly using warm water and washing up liquid and immediately dried (do not leave to dry).
5. Everyone in the property should carry out good basic hygiene principles - regularly washing their hands, avoid touching their face, and cleaning frequently touched surfaces
6. If relatives need to bring items such as food, they should let the person know and leave the items on the doorstep.

Visitors in the Home

There should be **no** social visitors allowed in the home, such as other friends and family. If vulnerable individuals want to speak to someone who is not a member of the household, use the phone or social media.

Looking After Individuals Wellbeing Whilst Staying at Home

We know that staying at home for a prolonged period can be difficult, frustrating and lonely for some people, especially for the vulnerable adults we support.

Think about things you can do with supported individuals if self-isolating at home. Consider keeping individuals busy with activities such as:

- Cooking
- Reading
- Watching TV / Movies
- Games
- Online learning
- Light exercise within the home / garden

Reporting Cases of Supported Individual Symptoms

It is important that cases of the people we support presenting with symptoms of Coronavirus are reported immediately. The information requiring submitting is:

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| <ul style="list-style-type: none"> • Date of notification • Supported individual's name • Address of property or scheme • Service area name • Symptoms being presented • Advice Provided by Local Public Health Team • Actions Taken / Implemented • Other Supported Individuals Impacted (if shared property) |
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This information should be sent by email to the relevant Head of Service as soon as notification of symptoms are received.

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