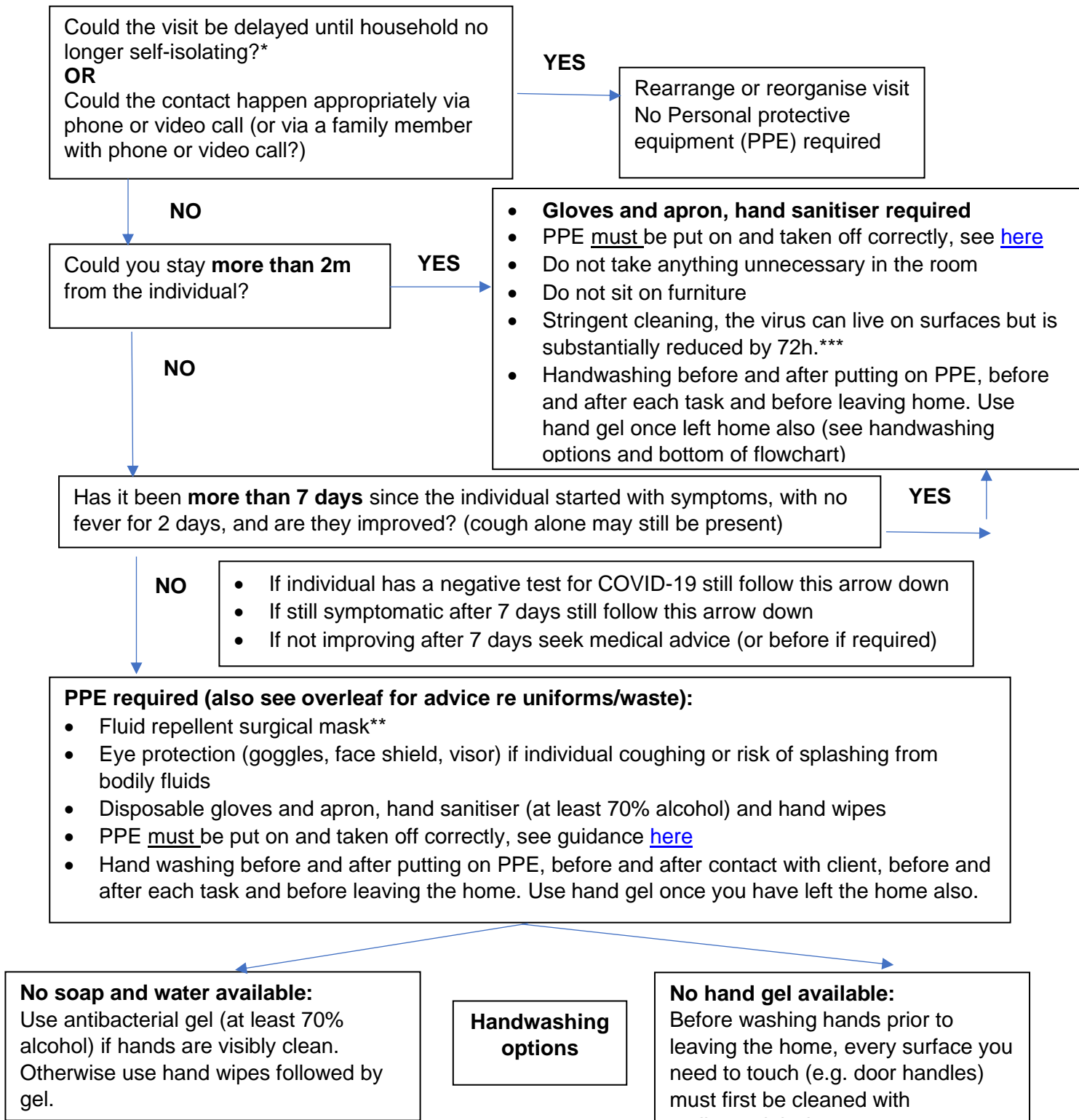


Guidance for staff providing direct personal care/therapy in the homes of people with COVID-19 symptoms. V1

- ✓ **Excellent hand hygiene should be maintained at all times.**
- ✓ **To be read with associated national guidance and further local guidance (overleaf)**



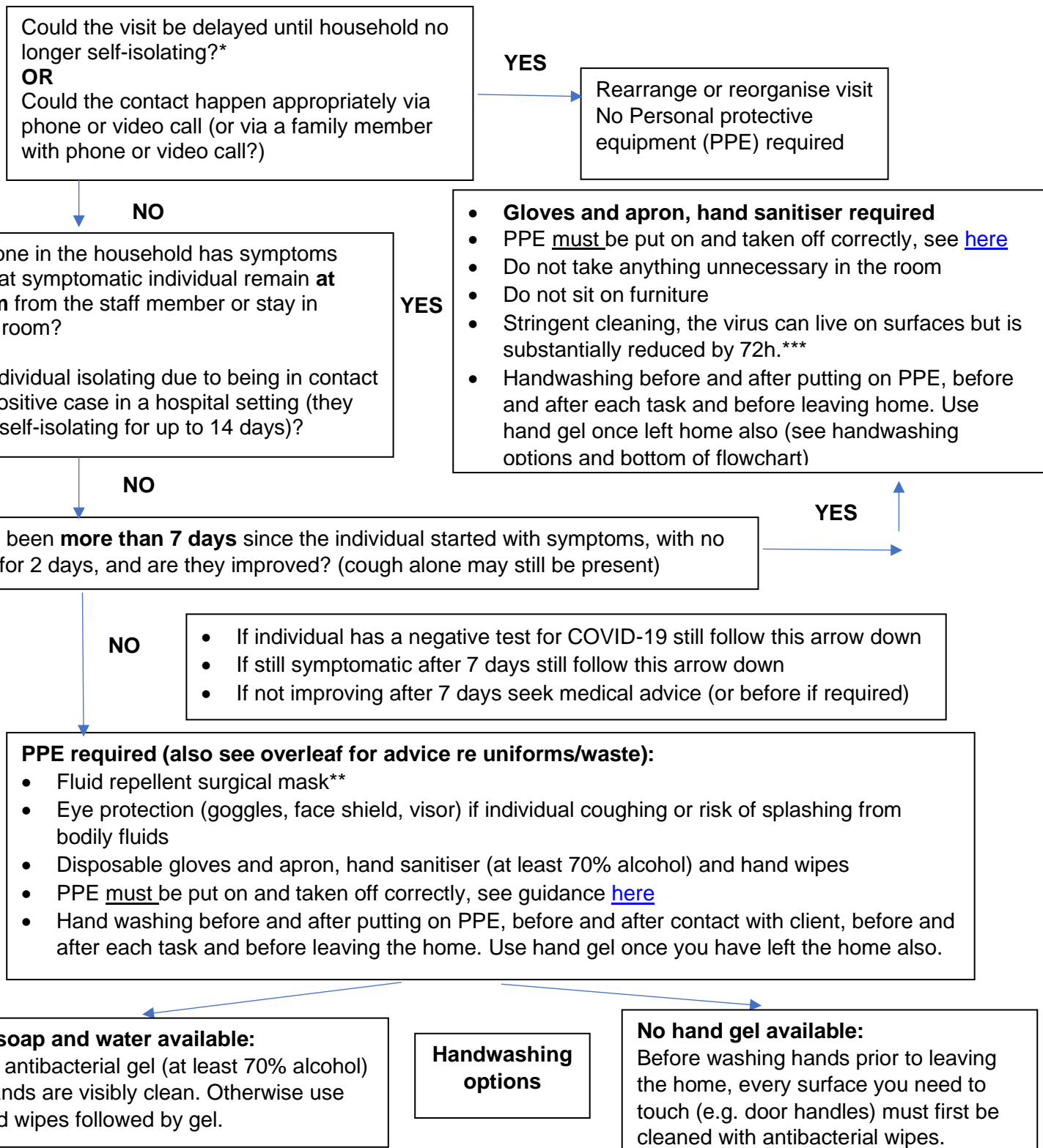
*72 hours after the last person in the house with symptoms has isolated for 7 days (and is now well and not had a temperature for 2 days. Having only a cough after this time does not mean the individual is infectious)

**If a fluid repellent surgical mask is not available then FFP2 masks should be used in accordance with the manufacturer's instructions. It must adhere to BS/EN standards and have a CE mark. Non-fluid repellent masks should not be used.

***Clean with a detergent followed by disinfectant with chlorine (1000ppm) – example of disinfectants include Milton, Chlorclean or Tritan. A combined detergent/disinfectant solution at a dilution of 1,000 parts per million available chlorine can also be used. Apron and gloves should be used for cleaning

Guidance for staff providing direct personal care/therapy in the homes of people **without COVID-19 symptoms** (in a household with a symptomatic individual/as a contact of a +ve case in a hospital setting)

- ✓ Excellent hand hygiene should be maintained at all times.
- ✓ To be read with associated national guidance and further local guidance (overleaf)



*72 hours after the last person in the house with symptoms has isolated for 7 days (and is now well and not had a temperature for 2 days. Having only a cough after this time does not mean the individual is infectious)

**If a fluid repellent surgical mask is not available then FFP2 masks should be used in accordance with the manufacturer's instructions. It must adhere to BS/EN standards and have a CE mark. Non-fluid repellent masks should not be used.

***Clean with a detergent followed by disinfectant with chlorine (1000ppm) – example of disinfectants include Milton, Chlorclean or Tritan. A combined detergent/disinfectant solution at a dilution of 1,000 parts per million available chlorine can also be used. Apron and gloves should be used for cleaning

National Situation and Guidance

Key information about the national and local picture with links to key guidance and resources can be found [here](#) (this is updated regularly and sets out the national approach being taken).

Information for the public (and staff)

- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>

National Guidance

There are a range of national guidance documents that can be found here to support you in managing staff and supporting customers:

- <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

Of importance to care providers are the following, which should be read in the first instance (and are frequently updated):

- [COVID-19: residential care, supported living and home care guidance](#)
- [COVID-19: decontamination in non-healthcare settings](#)
- [COVID-19: infection prevention and control](#)
- [COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable](#)
- [COVID-19: guidance for healthcare providers who have diagnosed a case within their facility](#)
- [COVID-19 Hospital Discharge Service Requirements](#)

Local Guidance

In addition to the above national guidance, we have produced the local guidance flowchart (see earlier) and the below to clarify some areas in the national guidance -**Please note that these recommendations relate to care that is essential, and can't be delayed to another time, or cannot be done remotely.**

PPE

- We would ask that providers seek to source their own PPE as above to protect their own staff. Coventry City Council and Warwickshire County Council are also planning to purchase some fluid repellent surgical masks/visors as contingency for social care staff.
- There is a national stockpile of fluid-repellent surgical masks currently in the process of being distributed directly to CQC registered care home and home care providers from the national PHE pandemic flu stockpile. If you have immediate concerns over the supply of PPE, there is now a dedicated telephone line (see below) for the health and social care sector. If you are unable to get PPE from your normal supplier, please report this to the National Supply Disruption Response (NSDR) team who can advise on alternative suppliers. Telephone: 0800 915 9964
- If you urgently need PPE please email: CV19SupplierFAQ@warwickshire.gov.uk

Staff risk assessment (as outlined in infection control guidance)

- A risk assessment is required for health and social care staff at high risk of complications from COVID-19, including pregnant staff and staff with long term conditions (see guidance for high risk

groups above). Employers should discuss with employees who are at risk or are pregnant the need to be deployed away from areas used for the care of those who have, or are clinically suspected of having, COVID-19

Staff who have symptoms/Staff who have been in contact with a resident with COVID symptoms

- Staff with COVID-19 symptoms (or whose household member has COVID-19 symptoms) should self-isolate with their household (as per national guidance for households) and they should not be working – see [here](#)
- There is no need for staff that are self-isolating to be named or for the rest of the team to self-isolate unless they themselves develop symptoms.
- Staff who have come into contact with a resident with COVID symptoms, without appropriate PPE, can continue to work (as per guidance for secondary care staff [here](#)). They should stop work should they develop COVID-19 symptoms.

Caring for individuals who have been medically defined as extremely vulnerable

- Certain groups of individuals, who have been written to individually, have been medically defined as extremely vulnerable.
- A list of these groups and guidance can be found [here](#)
- These groups are being asked to self-isolate for 12 weeks and avoid any face to face contact
- National guidance recognises that some of these individuals require care to continue for them, and it is important that providers support these individuals to follow the self-isolation guidance.
- Handwashing precautions become even more important to protect these individuals from COVID-19, on arrival in the home/prior to giving care
- Staff caring for this vulnerable group should themselves stringently follow the national social distancing guidance, found [here](#)
- Alternative care arrangements should be planned proactively for if care staff become unwell.

Self-isolation advice for people receiving care

- In cases of supported living whole household isolation may be appropriate and judgement on this will need to be made on a case-by-case basis depending on the service. For instance individual self-contained properties could be treated as separate households while shared environments with communal households may require whole household isolation.

Waste

- Follow waste guidance in national guidance [here](#)

Uniforms/Clothes

- Uniforms/clothes should also be washed on the hottest wash possible on a daily basis (washed separately to other items). This is good practice.

Outbreaks

- If you are aware of more than one person with symptoms of COVID-19 (e.g. in sheltered/supported accommodation), follow usual outbreak procedures and phone 0344 225 3560 Option 0 Option 2, to speak with the local Health Protection team to provide advice.
- Please follow all the national guidance and this local guidance to provide safe care for the individual(s) involved.

Accepting new customers

- It is essential that Care providers identify vacancies and maintain capacity to continue to receive and accept referrals, unless otherwise advised by PHE. Hospitals or other referring agencies should be advising care providers if there is any concern regarding COVID (e.g. an individual who has been potentially exposed to COVID, or has COVID symptoms (or a confirmed diagnosis). There is no

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need to change your current operating procedures for accepting new customers, but should follow national and local guidance (presented here) with regard to infection control processes.

We have established an email address for any queries from providers that are not clarified as part of PHE advice or this update. We will endeavour to deal with queries as efficiently as possible and will be devising some FAQs to support some of the queries. Please send enquiries to:

CV19SupplierFAQ@warwickshire.gov.uk