



COVID-19 Policy for Clients

Document Control Summary

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Amendment history

Version	Date	Comments/Changes
1.1	21st of May 2020	Isolation
1.2	23 of November 2020	Organisation testing kits
1.3	30th January 2021	Vaccination



1.4	16th August 2021	Carer vaccinations + Isolation guidance for vaccinated individuals
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Policy for clients:

From this point, we would ask all our clients to observe the following policy at all times. As always, teamwork and communication is key. We are doing all we can to support you.

Please call us on 020 3970 9900 at any time for advice and support, our lines are open 24/7 for emergencies. If you believe you or someone you have been in close contact with recently has a temperature above 38°C or a continuous cough or change to your sense of smell or taste please inform us and we will work out a plan for your isolation and also complete a PCR test as soon as possible. If you would like further advice on best practice, email us at client@edyn.care and we will get back to you within a 24-hour window.

This virus is most contagious when the first symptoms show and for two or three days afterwards, so it's important that you follow this policy and [NHS guidelines](#) in order to protect ourselves and our clients.

Although people of all ages can get coronavirus, those of use who are elderly or have pre existing medical conditions such as asthma, diabetes, or heart disease are at higher risk of becoming severely ill if we contract the infection. Since these categories will include many of our clients, please ensure you follow this policy fully.

- If your temperature is above 38°C or you have a continuous cough or loss or change to your sense of smell or taste, you must self-isolate straight away and get a PCR test on GOV.uk
- Wash your hands and wrists following the instructions we have provided and also shown in this friendly [two-minute video](#). Do so frequently, as often as you judge as reasonable, but certainly it must be the first thing you do every time you visit a



customer and the last thing you do when you leave.

- Maintain 2 metre distance between yourself and others (excluding carer when they are wearing PPE equipment).
- Please stop shaking hands with anyone, anywhere, whether at work or not.
- Avoid hugging and kissing anyone apart from your immediate family. Why not do an elbow touch or air high-five instead?
- Do not share cups or water bottles.
- Do not share cutlery or crockery without thorough cleaning first.
- Do not share food and drink which may have come into contact with other individuals first.
- Please refrain from touching your face, nose and eyes as far as is reasonably practical.
- Refrain from using other peoples' telephones and ensure that you clean your own phone(s) frequently.
- At the point of entry and exit to any building and anywhere else that many people will have touched surfaces, please wash your hands. If no hand washing facilities are accessible, use hand sanitiser if available but it must be noted that this is not as good as hand washing.
- Switch off, if possible, or do not sit directly under, air conditioning units.
- Unless absolutely necessary, don't meet in large groups. What about using Skype, what's app or similar options instead?

Extra measures we have taken to ensure that safety of our clients

Robust and comprehensive Coronavirus business continuity plan in place since the outbreak of Coronavirus, which we continually review in terms of our operations in line with Government guidance.

This outlines our process and response to meeting Government regulations, supporting



our carers with advice and equipment to safely do their jobs, whilst ensuring our clients are kept safe and well in their own homes with no interruption to the care we provide.

Our professional carers are taking all necessary precautions both when travelling to work and whilst on placement. Carers are maintaining strict infection control measures, including regular handwashing, social distancing and frequent surface cleaning in home.

All our professional carers have access to sufficient PPE required for the range of scenarios in which it is required. Generally, given the nature of live-in care there is much lower infection risk in providing care to someone in their own home, so we do not expect our carers to wear PPE all of the time whilst working with their client which ensures the softer side of care delivery and emotional connection is not compromised.

What happens if a client's carer has Coronavirus symptoms and/or tests positive for the virus?

If a carer becomes unwell at work and is symptomatic, they are required to report this immediately to the Care Manager. The Care Manager will liaise with you about the best course of action, which in most cases would be supporting the carer to leave your home safely to self-isolate elsewhere. We will draw on our resources and send a replacement carer to your home to ensure your safety and on-going care needs are met. We will then request that the carer seeks a test so that we can ensure they follow the guidance on self-isolation before returning to work.

If your professional carer feels unwell or receives a positive test for Coronavirus before they are scheduled to care for you, we will immediately find a replacement carer for you so you can be rest assured not to be left with no one to care for you.

Are your carers tested?



Edyn.care carers participate in a testing programme as part of the NHS infection control programme. From the 1st of January 2021 all carers will need to show a test result prior to arriving on a new placement and when returning after their breaks.

Have your carers been vaccinated?

edyn.care is committed to have all of our professional carers vaccinated as soon as possible. We have not, yet, made it mandatory for our carers to have a vaccination and will be following governmental advice on social care vaccinations. The coronavirus (COVID-19) vaccine is safe and effective. It gives you the best protection against coronavirus.

What happens if a client contracts Coronavirus?

We have a very robust process in place should one of our clients experience the symptoms of Coronavirus. Whilst most of our clients are continuing to spend more time at home than usual, we do know that the current situation is not entirely risk free.

If clients observe any symptoms of Coronavirus our professional carers will immediately notify their Care Manager, who reports the case. The Care Manager will then contact the family to advise them of the situation and will help support the family complete the track and trace application to ensure their loved one is tested. If a client tests positive they will have to isolate for 10 full days. We will also request that our carer is tested.

Many of our carers, despite having their own families, have been happy to self-isolate with their client in their home for the 7-14 day period so both can remain safe. The professional carer with the remote support of their Care Manager will complete a comprehensive review of the client's care plan.



Isolation guidance

Individuals who have had two Covid-19 vaccines will no longer have to isolate if they have come into contact with someone who has tested positive for the virus. Instead of having to quarantine for 10 days, they are now advised to take a PCR test.

Looking after your wellbeing

We understand how difficult it is for everyone not to be able to see their family and loved one's in a way they are used to. This of course is even more worrying and upsetting for those who are choosing to continue shielding, or under local lockdown restrictions as the prospect of getting back to a new normal is not really understood yet, which provides more uncertainty about the future.

NOK visits

We strongly recommend that family members reduce in-person visits to as little as possible. For family members that cover carer breaks as part of a support bubble we recommend that the visiting person/s get a test weekly. This is to give both our clients and professional carers the peace of mind that the people entering their home are safe. You can request tests from edyn.care directly via calling 020 3970 9900 or alternatively email client@edyn.care.

Vaccination help

The NHS will contact you and invite you to book a vaccine appointment when it's your turn. You may receive a phone call from your GP practice or local NHS service, but you may also be contacted by email, text message or by letter. So it's useful to keep an eye out to make sure you receive the message (for example if you have a mobile phone but don't typically use text messages). If your contact details have changed lately, now is a



good time to make sure your GP practice has the most up to date information.

- You may receive invitations to multiple sites, in which case you can choose where to get your vaccine. If you receive a letter from the NHS to book online or over the phone and the available locations are difficult to get to then you can keep trying to book as more locations are being added. You can also wait to be contacted by your local GP or NHS service.
- You're able to book an appointment on behalf of someone else. To do this you'll need their NHS number, which will be included on letters received from the NHS.
- There's no time limit for getting vaccinated. If you've received a letter inviting you to book an appointment that means you're eligible to have the vaccine because of the age group you are in, or clinical vulnerability to the virus. Follow the directions on your email, letter or text to make an appointment.
- Our carers can accompany you to your vaccination.

Useful resources:

- Stay up-to-date using trusted sources of information. The UK Government and the NHS will keep people informed of new advice and developments. Please check the following sources of advice frequently:
- The [UK coronavirus \(COVID-19\) page](#) will keep you in touch with how the Government is responding.
- The [NHS coronavirus \(COVID-19\) page](#) includes a wide range of health-related information.
- If you are planning to travel abroad check the Foreign and Commonwealth Office [travel advice page](#).



- Follow [Public Health England](#) or [The Department of Health and Social Care](#) on Twitter for regular updates.