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COVID-19 Policy for Carers

Document Control Summary

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Version	Date	Comments/Changes
1.2	17th March 2020	Advice for carers



1.3	21st of May 2020	Carer testing and isolation
1.4	23 of November 2020	Organisation testing kits
1.5	15th of January 2021	Links to further policies added
1.6	16th of August 2021	Isolation rules for double dosed vaccinated carers

Update to procedure

Links to further policies added:

[Personal protective equipment guidelines](#)

[COVID-19 infection control and waste policy](#)

[COVID-19 testing policy](#)

[COVID-19 vaccination policy](#)

[Handwashing guide](#)

[Online training](#)

Carer or client displaying symptoms:

In the event of a carer displaying symptoms of COVID-19 (new continuous cough, high temperature and / or loss of taste or smell) then both carer and client are to request a test through:

<https://www.gov.uk/get-coronavirus-test>

Phone number
0300 303 2713

Carer and client are then to follow our isolation process outlined below and call the coronavirus helpline on 119 if symptoms worsen and report any updates to the office.



Policy for carers:

From this point, we would ask all our carers to observe the following policy at all times, whether you are at work or not. If we all do so, all of the time, we have the very best chance of not catching the infection ourselves and also not spreading the infection to our clients. 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 have a temperature above 38°C or a continuous cough or loss or change to your sense of smell or taste, please inform us, self isolate and order a PCR test from GOV.uk. If you would like further advice on best practice, email us at work@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.
- 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.
- Please take your temperature at the start and end of each day.
- 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.
- Clean the rim of beverage cans/bottles before decanting.
- Please, always and without exception, wear new disposable gloves and a plastic apron every time you visit a client. Doing this is perhaps the biggest single thing we can all do apart from hand washing to reduce the risk of infection. Also, don't forget to bag and bin all used Protective Equipment.
- Please wash your clothes as often as possible. This again will reduce the chance of cross infection.
- Please refrain from touching your face, nose and eyes as far as is reasonably practical.
- Clean working surfaces as frequently as possible with the correct anti-bacterial solutions, especially in areas with a high general use.
- 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?



Advice for carers who may have been exposed to coronavirus:

- When carers show Covid-19 symptoms, they should not provide direct personal care. Personal protective equipment (PPE), barrier precautions, enhanced hand hygiene and surface decontamination are key to safety - carers are required to attend the mandatory refreshers online training sessions “Principles of Infection Control in Response to COVID-19”.
- Carers must call the NHS 111 coronavirus service [Coronavirus \(COVID-19\)](#) and inform edyn.care head office immediately. edyn.care will provide a replacement carer as soon as possible and when safe to do so.
- Confirmed Covid-19 cases are reportable to the Care Quality Commission (CQC) and will require an [incident form](#) to be filled in.
- Carers who have had two Covid vaccine doses no longer have to isolate themselves if they 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. They are also advised to wear a face covering in enclosed spaces and to limit contact with others, especially the clinically vulnerable.
- Carers who are unvaccinated are unable to return to work unless they have been in self-isolation for 14 days and/or can provide a written document from a medical professional.

Travel advice for carers

- COVID-19 Test results must be sent to the team before travel to placement.
- Avoiding non-essential contact with others.
- Keeping a safe distance of at least 2 metres from others.
- Avoiding physical contact.
- Wear a face covering over your nose and mouth, unless you are exempt for age, health or accessibility reasons.



- Hand hygiene should be carried out before, during and after travel.
- Carry hand sanitiser.
- Make sure there is good ventilation in vehicle (car, bus or train).
- Handovers are taking place from 1pm to 2pm, so as to help carers not having to travel at rush hours.
- Carers who may have been exposed and are asked to leave their placement by their line manager, a public health authority or a medical professional.
 - edyn.care will ensure that travel is arranged for carer.
 - Maintain self-isolation until travel has been sorted.

Relevant COVID-19 policies

[Personal protective equipment guidelines](#)

[COVID-19 infection control and waste policy](#)

[COVID-19 testing policy](#)

[COVID-19 vaccination policy](#)

[Handwashing guide](#)

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.