



Town and Country Care Whitby Ltd

Unit B1, St Hilda's Business Centre

The Ropery
Whitby
YO22 4ET

01947 606187

www.townandcountrycare.com

COVID-19

Please find enclosed how Town & Country Care Ltd will be taking the correct procedures to prevent COVID-19 (Corona Virus)

About the virus

Coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of Coronavirus first identified in Wuhan City, China in January 2020.

Signs & Symptoms of COVID-19

The following symptoms may develop in the 14days after exposure to someone who has COVID-19 infection:

- Cough
- Difficulty in breathing
- Fever

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people and those with long-term conditions like diabetes, cancer and chronic lung disease.

How COVID-19 is spread

There are 2 main routes by which people can spread COVID-19:

- infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs





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- it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face). Our current understanding is that the virus doesn't survive on surfaces for longer than 72 hours.

There is currently little evidence that people without symptoms are infectious to others.

Preventing the spread of infection

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.

There are general principles anyone can follow to help prevent the spread of respiratory viruses, including:

- Washing your hands often - with soap and water, or use alcohol sanitiser that contains at least **60% alcohol** if handwashing facilities are not available - this is particularly important after taking public transport.

We will be providing all carers with extra alcohol gel, anti-bacterial hand wash, extra gloves/aprons & blue roll. A refill station for your hand gel is available in the office. Please notify us in the office if you feel any other precautions can be made.

- covering your cough or sneeze with a tissue, then throwing the tissue in a bin. ****Catch It, Bin It, Kill it****





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- people who display any of the symptoms mentioned should stay at home and should not attend work

Employees should wash their hands:

- before leaving home
- on arrival at work/clients home
- after using the toilet
- after breaks
- before food preparation
- before eating any food, including snacks
- before leaving work
- on arrival at home
- avoid touching your eyes, nose, and mouth with unwashed hands
- clean and disinfect frequently touched objects and surfaces

Face masks

During normal day-to-day activities facemasks do not provide protection from respiratory viruses, such as COVID-19 and do not need to be worn by staff in any of these settings. Facemasks are only recommended to be worn by infected individuals when advised by a healthcare worker, to reduce the risk of transmitting the infection to other people. **It remains very unlikely that people receiving care in a care home or the community will become infected.**





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What to do in a suspected case of COVID-19

Staff

If you have not been to specified areas in the last 14 days, then normal practice should continue.

If you do become unwell in the workplace and have travelled to China or other affected countries, you need to be removed to an area which is at least 2 metres away from other people. If possible find a room or area where they can be isolated behind a shut door and open a window for ventilation.

Please call NHS 111 or 999 in an emergency. Make sure to describe all your current symptoms. Never go to your GP surgery or hospital. Further advice will be given by the phone operative. Do not touch other people, surfaces and objects.

Client

If you believe a client has shown the symptoms of COVID-19 please do call NHS 111 or 999 in an emergency. Make sure to describe all their current symptoms.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, the client should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and **put the tissue in a bag then throw the tissue in the bin**. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.





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Closure of the office or workplace or residential setting and other actions if staff, members of the public or residents are undergoing COVID-19 testing and they have been in the office, workplace or residential setting

No restrictions or special control measures are required in these settings while a member of staff or resident is waiting for laboratory test results for COVID19. In particular, there is no need to close or send staff home at this point. As a precautionary measure, the NHS are currently testing a very large number of people who have travelled back from affected countries, the vast majority of whom test negative. Therefore, until the outcome of test results is known there is no action that needs to be taken.

What to do if someone with confirmed COVID-19 has recently been in the office, workplace or residential setting

Closure of the office, workplace or residential setting is not recommended.

The main office will be contacted by the Public Health England (PHE) to discuss the case, identify people who have been in contact with them and advise on actions that should be taken.

An assessment of each setting will be undertaken by PHE's local Health Protection Team with the lead responsible person. Advice on the management of staff, members of the public or residents will be based on this assessment.

The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.





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Advice on cleaning of communal areas such as offices or toilets will be given by the Health Protection Team.

What to do if someone in the office, workplace or residential setting has had contact with a confirmed case of COVID-19

If a confirmed case is identified in this setting, the local Health Protection Team will provide management with advice.

Contacts are not considered cases and if they are well they are very unlikely to spread the infection to others:

- those who have had close contact will be asked to self-isolate at home or in their own room in a care or residential home for 14 days from the last time they had contact with the confirmed case.
- they will be actively followed up by the Health Protection Team

People who have not had close contact with the confirmed case do not need to take any precautions and can continue their routines as usual.

