



Guidance for Home Care Providers during COVID-19

Updated November 2020

Introduction

Whilst the prevalence of COVID-19 is still low in Jersey, we know COVID-19 will be a risk to Islanders for many months, and particularly over the winter period. We need to have a safe approach to protect those receiving care in home care settings, whilst also ensuring that their social and mental wellbeing is maintained.

This guidance is for registered care providers delivering home care, to reduce the risk of infection with COVID-19 among both staff and those receiving care. Home care providers are responsible to implement this guidance and take measures to ensure that care giving arrangements are safe regarding COVID-19.

Other guidance relevant to care settings

This guidance is in addition to the following guidance published on gov.je. which is also applicable to registered care providers:

Guidance for Islanders at higher risk:

[https://www.gov.je/Health/Coronavirus/PublicHealthGuidance/Pages/Shieldin
gForVulnerablePeople.aspx](https://www.gov.je/Health/Coronavirus/PublicHealthGuidance/Pages/Shieldin
gForVulnerablePeople.aspx)

Guidance on PPE for health care and essential workers:

[https://www.gov.je/health/coronavirus/healthcareprofessionals/pages/ppefores
sentialworkers.aspx](https://www.gov.je/health/coronavirus/healthcareprofessionals/pages/ppefores
sentialworkers.aspx)

Public health guidance on protecting yourself and others:

<https://www.gov.je/health/coronavirus/publichealthguidance/Pages/index.aspx>

Guidance for all Islanders and the COVID-19 winter strategy update:

[https://www.gov.je/Health/Coronavirus/SafeExitFramework/Pages/ExitFrame
work.aspx](https://www.gov.je/Health/Coronavirus/SafeExitFramework/Pages/ExitFrame
work.aspx)

Guidance for visiting in care homes:

[https://www.gov.je/health/coronavirus/healthcareprofessionals/pages/coronavi
rusvisitingcarehomes.aspx](https://www.gov.je/health/coronavirus/healthcareprofessionals/pages/coronavi
rusvisitingcarehomes.aspx)

Safer Hygiene

Home care providers should follow the following steps in line with public health and infection control guidance:

- Strict hand hygiene following the WHO 5 moments of hand hygiene: <https://www.who.int/infection-prevention/campaigns/clean-hands/5moments/en/>
- Thorough cleaning and decontamination of all hard surfaces/floor/chairs/door handles/reusable non-invasive care equipment/sanitary fittings in the room
- Following PPE guidance, including a requirement for all staff to wear a face mask at all times when delivering home care,

- Full PPE is required when delivering direct care to a client, when a distance of 2 metres cannot be maintained.
- There may be some instances when full PPE is not required when within 2 metres of clients, where there is no direct contact with residents, for example when staff are giving a drink to a client. Wearing of surgical masks is sufficient for these interactions, unless the client is symptomatic or has tested positive for COVID-19, in which case full PPE is still required.

Safer at a distance/in smaller groups

- To safeguard staff and clients, it's recommended that staff work in smaller groups and preferably the same groups wherever this is possible.
- Cross-organisational working is strongly discouraged at this time. In the unlikely event that this occurs, mitigation measures should be carefully followed, such as following physical distancing recommendations, wearing PPE as per the PPE guidance and ensuring strict hand hygiene at all times.
- All staff working in care settings are strongly advised to download the COVID ALERT app which is available for iPhone and Android mobile phones. This alerts users when they have spent time with a positive case outside of a safe distance, so that rapid action can be taken and advice given from the contact tracing team.
- Staff, along with all Islanders, are strongly encouraged to carefully follow the public health guidance available on gov.je, and reduce their level of risk exposure, both at work and outside of their working hours.

Contact tracing and welfare checks – staff and home care clients

- Staff must not attend work and must immediately call the Coronavirus helpline on 445566, as well as immediately informing their manager/main base of work, if they are experiencing any symptoms of COVID-19 (listed at: <https://www.gov.je/Health/Coronavirus/PublicHealthGuidance/Pages/CoronavirusInformation.aspx>).
- Staff should be actively screened for symptoms of COVID ahead of them starting a working shift, to include a temperature check wherever this is feasible, with staff instructed not to work if their temperature is 37.8C or above, or if they have any other symptoms of COVID-19.
- If staff develop symptoms during working hours, they must immediately inform their manager, return home, and phone the Coronavirus Helpline for further advice.
- All staff should take part in regular PCR screening for COVID-19, currently every 6 weeks. Information on how to book a test can be found at: <https://www.gov.je/Health/Coronavirus/Health/Pages/COVID19TestingProgramme.aspx> or by phoning the Coronavirus Helpline on +44 (0) 1534 445566

- Results of staff swabs will be managed by the contact tracing team, who will give further advice.
- If the results are not returned, phone 449994 the COVID-19 results team.
- Any symptomatic clients must also be isolated immediately on identification of symptoms and their GP contacted to arrange review and swabbing.

Ventilation

While opening windows is more challenging as we move into winter months, staff are encouraged to open windows wherever possible when delivering care.

Good ventilation, which enables movement of air within indoor spaces, can significantly reduce the risk of virus particles remaining suspending in the air and transmitting infection to others.

Client outings

If staff take clients for outings, risk assessments should be considered for each client, taking into account for example, whether they are at high or moderate risk regarding COVID-19, and adhering to the following mitigation measures accordingly:

- Carefully following physical distancing and other public health guidance at all times when outside the home.
- Avoiding the use of public transport wherever possible.
- Utilising outdoor spaces and activities wherever possible.
- Staff and clients wearing face coverings or masks whilst out.
- Practicing good hand hygiene before the outing, whilst out and on returning.
- If travelling in a private car, car surfaces/touch points should be wiped down before travel with disinfectant wipes such as Clinell.
- Any accidental exposure to risk of infection should be reported immediately to the base and infection control.

Useful information

- For information on how to book a staff PCR screening test visit: <https://www.gov.je/Health/Coronavirus/Health/Pages/COVID19TestingProgramme.aspx> or phone the Coronavirus Helpline on: +44 (0) 1534 445566
- PPE can still be accessed via the PPE@gov.je cell
- Workforce can still be accessed via nursebank@health.gov.je
- Infection control can still be accessed via HSSinfectioncontrol@health.gov.je or bleep 616 Monday to Friday 8-5.