



Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact: Q&MI, Room 234, Health & Adult Services, North Yorkshire County Council, County Hall Racecourse Lane Northallerton, DL7 8DD socialservices.contractingunit@northyorks.gov.uk

[Message from Richard Webb, Corporate Director, Health and Adult Services, North Yorkshire County Council](#)

Dear Colleagues

My apologies that this message is a little later than intended. After four weeks of the technology working so well, I've hit some real gremlins in the last day or so. And I am now writing this message on Friday evening, when this bulletin should already be out there with you.

However, there's always another way and what is uppermost on my mind is the work that we are doing together, not only to keep services running and to keep as many people as possible safe and well, but also to help and support providers where there are Covid-19 outbreaks and where people have died. I say this as a direct provider of services, including those where we have outbreaks, and as a partner and commissioner with all of you.

I talked last week about us facing a tough, long haul, rather than a spike. This reality has been reinforced to me all too clearly this week. Behind every statistic is a human being: a gran, grandad, mum or dad, partner, brother or sister, friend, loved one. I want to use this message to remember those who have lost their lives through this epidemic and to thank everyone who has supported them, now and in the past.

We continue to provide support to colleagues right across the sector and are in close contact with providers who are facing particular challenges at the moment and are stepping that up, with more support available from our own operational, registered managers if needed. We are also continuing to work through the knotty issue of hospital discharges. Hospitals are testing people but cannot guarantee that they are symptom-free on discharge. I am therefore hoping that this coming week we can confirm that designated quarantine beds will be in place around the County so that people can be stepped down from acute care and given a recovery period before they move into normal residential or nursing care.

Likewise, we have been promised the roll-out of testing. The York testing site also opens this coming week. And we are working with the military to put in place mobile and home testing arrangements. I am hoping that people can access these services soon. Meanwhile, we are all using various fixed sites in Leeds, Keighley, Lancashire and the North East. I am told there is enough capacity available at these sites so please follow up your contacts via CQC, the NHS, or us as a County Council, to book test places.

I hope that you are finding PPE supplies better than they were. Again, please alert us to any problems and make sure you use the LRF (Local Resilience Forum) for any emergencies: covid19PPE@northyorks.gov.uk

We have updated the PPE operational guidance that we are using within the Council and are sharing it with you, in this bulletin, too.

I would like to thank you and all of your teams for what you are doing.

Best wishes,

Richard

[Interpreting COVID-19 PPE guidance \(North Yorkshire & York\)](#)

North Yorkshire Public Health Team has updated the flowchart interpreting current guidance in relation to the use of Personal Protective Equipment (PPE). This is to ensure that it reflects the recent changes in guidance. This has been agreed between North Yorkshire & York Public Health Teams and the **updated documents are attached to this bulletin**. Please disregard previous versions that have been circulated.

[Online Learning on Personal Protective Equipment \(PPE\)](#)

As the guidance around Personal Protective Equipment (PPE) continues to evolve, we have updated our online learning to reflect the current position. The online learning will provide information on COVID-19, the standard infection control precautions that staff should be following, and the appropriate use of PPE.

It details when to use PPE, the right PPE for the circumstances in which you work, and the correct way to put on, take off and dispose of PPE.

This course is suitable for people working in Health, Social Care and Education settings.

People who manage community settings that remain open during the epidemic would also benefit from it.

Please follow the link below to access the online learning:

<https://breeze.northyorks.gov.uk/pe1ash2qrdfe/>

Important note:

There is a limit to the number of users able to view online learning simultaneously via the Learning Zone. As this package is likely to be viewed by a large number of people, you may see a message to say the "server is busy" or similar. If this is the case, please try again later. We'd recommend waiting at least an hour before trying again.

In the meantime, if you have any queries about the information in this online learning package please discuss with your line manager or email NYPublicHealth@NorthYorks.gov.uk and write "**PPE questions**" in the Subject line.

Please note that this email address is only for queries relating to this online learning.

[The Donning and Doffing of PPE](#)

The following video from Public Health England shows the correct ways to put on (donning) and take off (doffing) PPE. Please make sure you watch it if you think you will be required to use PPE.

https://youtu.be/-GncQ_ed-9w

Our local Infection, Prevention & Control Team have also produced a handy guide for the donning and doffing of face masks. **The guide is attached to this bulletin.**

[Personal Protective Equipment - LRF Process](#)

North Yorkshire LRF (NYLRF) has received a supply of PPE to respond to urgent local PPE demand across the North Yorkshire region. A revised process document, including the Urgent Request Form, was circulated on 13 April 2020.

A care provider should only consider using the LRF Process, when they have exhausted their usual PPE supply process and they have less than 48 hours of supply remaining, the maximum amount of PPE that can be requested via this route is a maximum of 72 hours' worth of stock.

Care Providers that would like to make a request for an emergency supply of PPE should complete the form contained within the process and send to covid19PPE@northyorks.gov.uk by 11:00 each day (currently Monday-Friday). The request will be considered by a multi-agency panel and a same day decision will be provided, with information on how to access stocks if the request is approved. The Quality & Market Improvement Team are available for care providers to discuss their current stock levels of PPE.

[PPE Webinar](#)

A Question and Answer session has been arranged for Friday 1st May, during which you will have the opportunity to hear from our Public Health Team and ask any questions you may have around PPE. Joining instructions for this session are below:

PPE Webinar

Fri, May 1, 2020 1:00 PM - 2:00 PM (BST)

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/974325581>

You can also dial in using your phone.

(For supported devices, tap a one-touch number below to join instantly.)

United Kingdom: +44 330 221 0097

Access Code: 974-325-581

Food Supplies for Care Homes

A searchable (by postcode), on-line database of wholesalers that will provide care home deliveries or click and collect is now available on the Care Provider Alliance's website via the following link: <https://www.careprovideralliance.org.uk/wholesale-food-distributors.html> and a wider set of resources relating to food supply can be found here - <https://www.careprovideralliance.org.uk/coronavirus-supplies-including-ppe.html#food>

Digital Social Care Helpline for Providers

Digital Social Care has set up a helpline to assist adult social care providers to use technology during the COVID-19 outbreak. The helpline – run by a team of digital experts – is open between 9am – 5pm Monday to Friday and will give providers practical advice to troubleshoot a problem or give 1-1 support. For more information about the helpline and how to access it, please see the link - <https://www.digitalsocialcare.co.uk/digital-social-care-launch-phone-helpline/>

Adult Social Care Plan

The Governments Social Care Action Plan was released on 16th April and we are currently finalising the Council's response to this document. We are hopeful of being able to share our response to this document in due course: <https://www.gov.uk/government/publications/coronavirus-covid-19-adult-social-care-action-plan/covid-19-our-action-plan-for-adult-social-care>

Covid-19 Operating Model For Social Care And The NHS In North Yorkshire

The presentation used in the recent webinars outlining the new Covid-19 Operating Model for Social Care and the NHS in North Yorkshire were circulated to providers on 15 April 2020. If you have any queries or questions, or require another copy, please contact the Quality & Market Improvement Team via our usual email address: Socialservices.contractingunit@northyorks.gov.uk

We are still asking Care Providers to undertake the following actions as a matter of urgency:

- Adopt and use the NHS's Capacity Tracker, which the Council uses when commissioning care home placements. If you are not using the capacity tracker, then please register using the following link: <https://carehomes.necsu.nhs.uk/>
- Implement NHS Mail, which the NHS has identified is safe and secure for sharing patient identifiable information. To support this, NHS England and Improvement are now able to fast track the roll out of NHSmail to the care sector, without the need to complete the Data Security and Protection Toolkit at this time. There is also opportunity for all NHSmail account holders to have access to Microsoft Teams, which offers a video conferencing facility to enable video consultations during periods of social distancing.

<https://digital.nhs.uk/services/nhsmail>

Testing for Social Care Staff

Arrangements for testing of social care workers and those in their household with symptoms consistent with Covid-19 continues to progress. CQC has now contacted all regulated providers to facilitate their access to testing. If your organisation has not yet received any information from CQC on how to access the testing sites then CQC are asking for providers to contact their relevant CQC Inspector.

While testing arrangements are still being established we will continue to liaise with those providers who have already informed the Council that they have a significant number of staff who are away from work and are self-isolating. We hope to have more information in relation to the testing of people living in care homes in the coming days.

Support for Care & Support Providers From North Yorkshire County Council & CCG's With Responsibility Within The North Yorkshire County Council Area

Last week we provided you with an update in relation to the financial support available to your organisation from the Council and this information is below, however, we have been asked to clarify that the financial support also applies to care providers that may be registered outside of the NY boundary, but provide services to the Council. The same process applies to providers outside of NY, in that the 5% will be calculated as a percentage of your planned care payment and will come through as a separate payment.

Covid-19 is presenting us all with a fast moving and uncertain operational environment.

From the feedback we have received so far, we understand the wide ranging issues likely to affect providers in the coming weeks and months. These include a reduced workforce, resulting in increases in statutory sick pay and increased use of agency staff, the need for higher volumes of PPE and possibly reflect higher costs and greater administrative costs.

We recognise the importance of supporting our providers to enable provision of services that we and our communities rely on, we are therefore implementing the following package of financial support.

To cover the Covid-19 emergency period we are putting in place the following additional support.

For nursing, residential, home care and supported living providers, a 5% compensatory payment based on planned activity which excludes infrastructure costs, management fees, day care or block bed purchase arrangements. This will be calculated as a percentage of your planned care payment and will come through

as a separate payment, this will be reviewed every 4 weeks during the emergency period. This is in addition to any agreed inflation award for 2020/21.

For all providers who do not receive automated payments or e-invoicing and are usually paid on invoice, payment on planned care will be made and the provider should submit their invoices for the relevant amount in time for the start of the next payment period. The compensation payment should be shown separately on invoices.

Where providers experience additional exceptional hardship during the COVID-19 period contact should be made to the Quality & Market Improvement Team within Health and Adult Services.

We will remain flexible to explore and respond to local discussions and specific solutions as they arise, we will not be in a position to provide compensatory payments on block contract arrangements. The above support would be made on a 'Mutual Aid' basis. Providers receiving financial support would do so on the basis that, should they have capacity / resource, they will work as part of the wider system and allow, for example, staff to be re-deployed or work in different areas / on different tasks, as appropriate.

We hope this financial package will enable cash flow support and provides some assurance on income during this challenging period and enables providers to work with us to change operational practices and utilise staff in other ways. We will be in touch with further details in the coming week to put the necessary arrangements in place.

It is also recognised that there is wider business funding and support to all organisations including providers via the offers made from Government. We encourage you to utilise this as you need to.

The offer above includes an additional temporary premium for all North Yorkshire County Council and CCG contracted services which meets the criteria as detailed above.

Recruitment

Our recruitment campaign to attract emergency workers for care and support services through the www.makecarematter.co.uk and North Yorkshire [Your community needs you](#) websites has attracted 774 applications to date and will be looking to expand this in addition to linking to the National recruitment campaign over the coming weeks. Our intention is also to support the wider care sector through these initiatives via the Recruitment Hub centre of excellence. The campaign has reached over 80,000 people so far and growing. We encourage business leaders to bring the opportunity to the attention of their staff and we are working with further education partners to ignite interest in students who have finished their studies early. The makecarematter teams contact details by locality are on the website.

Where to Obtain Advice

As the situation develops and new guidance is issued we will share this with the care market. This section has been updated to reflect the changes in guidance to PPE, new guidance on protecting people who need shielding and new guidance for managing admissions to care homes. Please see the links below to trusted sources of information:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes?utm_source=ac47bed8-b52a-4c2f-b961-a48468e031b1&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

<https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities#what-the-powers-actually-change>

Find below other useful links:

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

<https://www.careprovideralliance.org.uk/business-continuity-infection-control-flu.html>

<https://www.scie.org.uk/care-providers/coronavirus-covid-19>

<https://www.local.gov.uk/coronavirus-information-councils/social-care-provider-resilience-during-covid-19-guidance-commissioners>

<https://www.scie.org.uk/publications/ataglance/helping-to-prevent-infection.asp>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/Top of the Document>

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

<https://www.nypartnerships.org.uk/covidinfo>

Previous NYCC Provider Bulletins set out this and other advice:

<http://www.northyorks.gov.uk/providerbulletin>

Skills for Care COVID-19 Support Webinars

Skills for Care is running a series of recorded webinars on a variety of workforce topics to assist managers during this time. Each webinar will last 30 minutes. If you have any questions on the topic that you'd like to see raised, please email these to events@skillsforcare.org.uk.

- Human Resources in the time of COVID-19. Tuesday 21 April 2020, 10:30
- Recruitment. Wednesday 22 April 2020, 10:30
- Using Technology to Support Your Staff and Each Other. Thursday 23 April 2020, 10:30
- Supporting People You Care for Through the use of Technology. Thursday 30 April 2020, 11:00

Skills for Care also have a comprehensive section on fully-funded training on their website relating to Rapid Induction, Care Certificate and other skills-based training specific for care providers, this is being updated and refreshed on a daily basis and can be accessed using the link below:

<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>

DoLS Form 1b

We are aware that the Department of Health and Social Care recently released guidance on the Mental Capacity Act and Deprivation of Liberty Safeguards during the current pandemic. We will be sending further information on this in the next few days.

However, we wished to contact you now in relation to the DoLS Form 1b. Attached to the government guidance is a new, shortened form, to apply for an urgent authorisation, the form 1b.

Whilst we are aware that this is available to use, only during the current time, we advise that you should always use the original form 1, application for an urgent authorisation, where an authorisation is required urgently, and you should also complete a standard application and submit it at the same time.

The form 1b should only be used in exceptional situations, where an original form 1 cannot be completed due to unprecedented pressures on the service.

If you wish to discuss this further, please do not hesitate to contact us, via the email address below;

dols@northyorks.gov.uk

Direct Payments – Dealing With Provider Invoices During The COVID Period

Over the last few weeks we have received enquiries about receiving payments from individuals who use a Direct Payment to contract support or an activity from care providers.

We recognise that many of you have adopted a flexible approach and have developed new ways of operating and continue to provide a valuable service that is greatly contributing to people's well-being and meeting support needs.

In line with the services that we would contract with you directly the council continued to pay its direct payments to enable direct payment users to continue to fund their existing contracts to enable you to retain your staff resource.

The council is working closely with its DP Recipients to make sure they understand how we expect them to deal with the invoices they receive from you.

We will do this initially until the end of April, at which point we will review the situation.

See below some questions and answers to help you understand when the council would expect direct payment recipients to pay their invoices from you.

Q's & A's

How should we deal with Direct Payment users who have declined our service because they are anxious about the coronavirus?

Where direct payment recipients have declined your service and your organisation was able and willing to continue to provide the care and support they needed, the council expects the direct payment recipient to continue to pay invoices for the services they would normally receive from you.

We took steps to cancel all services to the direct payment recipient. Should we continue to invoice for services we would normally deliver?

Where you have cancelled your usual service and have not taken any steps to provide alternative support, the council will expect direct payment recipients not receive and pay invoices for the services you would normally deliver.

The council recognises this may have a negative impact on your financial circumstances and advises that you seek assistance in this difficult time using the following link:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

We decided to change the way we operate our service during the coronavirus period and we are now using alternative methods to keep in touch and continue to provide some on-going support to our direct payment recipients. How should we invoice for this support?

The council will continue to pay its usual amount of direct payment to enable the recipient to pay for the service that you would normally deliver to them.

Completion of a Risk Notification Return Document for COVID-19

We would like to thank those providers who are keeping the Council up to date by submitting a Risk Notification Return, if you have a member of staff or a supporting an individual who is self-isolating or is a confirmed case of COVID-19. Until the data collection outlined above is implemented and it has been confirmed that the level of detail shared with the Council is in sufficient detail, providers are still required to complete the form and submit to socialservices.contractingunit@northyorks.gov.uk. The Risk Notification Process should still be followed for non-Covid related situations, in line with current guidance.

The Risk Notification Return must contain the first part of the post code for the person or staff member, the date they started to self-isolate or were confirmed as a case of COVID-19. If the person is known to HAS their LLA number should be added to the form.

CQC

CQC have a dedicated [section](#) on their website, detailing changes to the way they are working during this outbreak

Who Can You Contact for Help?

The Quality and Market Improvement Team at County Hall is your first point of contact for all help, advice and support in relation to COVID-19. They will bring in additional help from Public Health and Communications experts, as well as the County Council's social care and provider services.

You can contact us via e-mail at socialservices.contractingunit@northyorks.gov.uk

For out of office enquiries contact the Emergency Duty Team (EDT) on 01609 780780

Frequently Asked Questions

Self-Isolation in Care Homes and in Community Settings?

National guidance is available on who needs to self-isolate. If in doubt you can use the NHS 111 online service for advice (<https://111.nhs.uk/covid-19>). If a case is identified in a care home or any other setting, Public Health England will be in direct contact to give appropriate advice on how to manage the risk of spread, including around people for whom traditional isolation procedures may be difficult.

Fulfilling Contractual Responsibilities?

Any Provider that is unable to meet its contractual responsibilities as a result of the COVID-19 outbreak should review their business continuity plans as a matter of course and in the first instance contact the Quality & Market Improvement Team to discuss this.

Difference between Coronavirus Strains & COVID-19?

Coronaviruses are a large family of viruses that are common in people and animals. Some types of coronavirus cause less severe disease, such as the common cold. However, others can cause more severe disease such as Middle East respiratory syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) coronaviruses. COVID-19 is a disease caused by a new type of coronavirus that first appeared in Wuhan, China in December 2019.

Do I need to wait for available staff to have enhanced DBS checks before they can start work? –

A new member of staff may start work under supervision with a clear DBS Adults First Check while waiting for their full DBS check results. The Council's Pre Purchase Agreement states that an appropriately qualified and experienced member of Staff is appointed to supervise the new member of Staff; and the new member of Staff is accompanied at all times by another member of Staff, preferably the appointed supervisor, whilst providing services under this Pre-Purchase Agreement".

CQC have also issued some advice in relation to the recruitment of staff, link is below:

<https://www.cqc.org.uk/guidance-providers/all-services/covid-19-interim-guidance-dbs-other-recruitment-checks>

If I was considering suspending services what measures could be put in place to prevent social isolation?

Many local voluntary organisations, charities and community groups provide valuable services and activities for people across the county. We would encourage you to consider whether there are other things that your organisation or its volunteers can do to help reduce the risk of loneliness and social isolation of your members and others in your community such as:

- Ask volunteers to regularly ring people to check they are ok and to have a chat;
- Encourage your members to contact each other by asking for permission to share contact details;
- If people need help with things such as shopping or caring for pets during periods of self-isolation encourage them to ask family, friends and neighbours first, if they still need help this may be something your volunteers can help with;
- Community First Yorkshire are posting regular updates on their website to support voluntary sector

groups - <https://communityfirstyorkshire.org.uk/coronavirus-advice-and-updates/>;

- The National Council for Voluntary Organisations are also keeping their website regularly updated with ideas and advice - <https://www.ncvo.org.uk/>.

If you know of anybody in your community who you think needs support and where they don't have anyone locally who can help, please encourage them to contact North Yorkshire County Council's Customer Centre on 01609 780780.

What financial support is available from NYCC to support providers?

As part of our commitment to our local suppliers, we are taking action to help our small and medium-sized businesses. In recognition of the value we place on our local suppliers and the difficult times they are facing, we will be fast-tracking payments for invoices – which means they will receive payment from us more quickly. We hope that this will be of some assistance during this difficult time.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

We have also introduced a Compensatory Payment arrangement for a range of providers, as detailed above.

What is the current guidance on anti-inflammatory medications? –

Guidance has been released in relation to the concerns raised regarding ibuprofen, link is below:

<https://www.gov.uk/government/news/ibuprofen-use-and-covid19coronavirus>

What do I do if neither the individual in care nor the care worker have symptoms of covid-19?

If neither the care worker nor the individual receiving care and support is symptomatic, then no personal protective equipment is required, however, normal good hygiene practices should always be followed.

General interventions may include increased cleaning activity to reduce risk of retention of the virus on hard surfaces, and keeping property properly ventilated by opening windows whenever safe and appropriate.

Care workers should always follow advice on good hand hygiene.

What do I do if a supported living, homecare or care home care worker is concerned they may have covid-19?

If care workers are concerned they have COVID-19 they should follow the NHS advice.

What is the North Yorkshire's mutual aid plan?

North Yorkshire County Council have established arrangements for giving advice, guidance and information to service providers and other organisations in communities who are looking to provide assistance in response to Covid-19. To further support this in the challenging months ahead, we are developing a North Yorkshire Mutual Aid programme. This programme will look to bring together resources across organisations, to ensure they are being used in the most effective way.

The two key areas we want to develop with providers are:

- The prioritisation of care: working together to coordinate risk assessments across providers to ensure security of support to the most vulnerable service users;
- The most efficient and effective use of overall staff resource: working with community, voluntary and statutory providers to ascertain which services have capacity to provide additional support and share available workforce, including re-deploying staff who work at services that close.

North Yorkshire County Council is in direct contact with providers and we are starting to gather information together of what could be required. We will be in touch about how you can be involved and about any changes to arrangements that will be required to enable mutual aid agreements to be delivered effectively.

Will we continue to receive payment for day services/non-regulated activity?

We will continue to fund your existing contracts to enable you to retain your valuable staff resource and to redeploy your teams to continue to meet the needs of individuals whilst adhering to the government guidance. We will do this initially until the end of April, at which point we will review the situation.

How will I find the money to pay SSP (Statutory Sick Pay), including zero hours contracts?

The government has released legislation to allow small- and medium-sized businesses and employers to reclaim Statutory Sick Pay (SSP) paid for sickness absence due to COVID-19. The eligibility criteria for the scheme will be as follows:

- This refund will cover up to 2 weeks' SSP per eligible employee who has been off work because of COVID-19.
- Employers with fewer than 250 employees will be eligible – the size of an employer will be determined by the number of people they employed as of 28 February 2020.
- Employers will be able to reclaim expenditure for any employee who has claimed SSP (according to the new eligibility criteria) as a result of COVID-19.
- Employers should maintain records of staff absences and payments of SSP, but employees will not

need to provide a GP fit note.

- Eligible period for the scheme will commence the day after the regulations on the extension of Statutory Sick Pay to those staying at home comes into force, the government will work with employers over the coming months to set up the repayment mechanism for employers as soon as possible.

<https://www.gov.uk/government/news/sick-pay-from-day-one-for-those-affected-by-coronavirus>

What changes to our cleaning regime do we need to consider at this point?

You should consider frequent and thorough cleaning of well-used touch points such as door handles and lift buttons, with regular cleaning of surfaces in communal areas including phones etc.

There is government guidance available, see link below:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

What social distancing guidance should we be following? –

Two pieces of guidance have been produced by the government.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Finally:

Remember - prevention is always better than cure. As with the flu virus, the most effective way to protect yourself from Covid-19, Coronavirus is to adopt good respiratory and hand hygiene to prevent the risk of infection and a 'catch it, bin it, kill it' approach to coughs and sneezes.

The best way to protect yourself and others is:

- wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day;
- catch your cough or sneeze in a tissue, throw away the used tissue, bin it, and wash your hands;
- if you don't have a tissue, use your sleeve;
- avoid touching your eyes, nose and mouth with unwashed hands; and
- avoid close contact with people who are unwell.