



Provider Bulletin

Volume 2 Edition 121

May 2020 (1)

↘ [Joint Message](#)

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

↘ [Online learning On Personal Protective Equipment](#)

↘ [The Donning & Doffing of PPE](#)

↘ [Personal Protective Equipment - LRF Process](#)

↘ [PPE Webinar](#)

↘ [Food Supplies for Care Homes](#)

↘ [Digital Social Care Helpline for Providers](#)

↘ [Adult Social Care Plan](#)

↘ [Testing for Social Care Staff](#)

↘ [Cruse Bereavement Care](#)

↘ [Supporting People with Dementia](#)

↘ [Where to Obtain Advice](#)

↘ [Skills For Care Launch New Advice Line For Registered Managers](#)

↘ [Update from the MCA DoLS Team](#)

↘ [Direct Payments – Dealing With Provider Invoices During The COVID Period](#)

↘ [Completion of a Risk Notification Return Document for COVID-19](#)

↘ [CQC](#)

↘ [Who Can You Contact for Help?](#)

↘ [Frequently Asked Questions](#)

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

Joint Message from Richard Webb, Corporate Director, Health and Adult Services, North Yorkshire County Council & Mike Padgham, Chair Independent Care Group

Dear Colleagues

This week we have seen the Government publishing the national figures for Covid-19 cases and deaths in the wider community, including care homes. It is now clear that, what we all know, is true and that there is a very powerful reality about how this virus is impacting on care services and amongst households where people are more frail than most.

We have been working with you and together across the NHS and local government, CQC and Public Health England to track this information and to use it to support providers where we can.

Like us, you may also have been getting news that the Government intends to publish a national care homes action plan, containing a requirement that councils, working with the NHS, will produce a local Covid-19 care market resilience plan, with bespoke arrangements with each care setting, with the twin aims of **preventing outbreaks** and **containing and managing outbreaks** where they are already happening.

Between the ICG, the NHS and the County Council, we are trying to offer as much practical advice and support to providers as possible and we have set this out in these bulletins over previous weeks and via webinars and phone calls. As ever, if you have a concern, please contact:

Socialservices.contractingunit@northyorks.gov.uk

Again, please alert us to any problems and make sure you use the LRF (Local Resilience Forum) for any emergencies: covid19PPE@northyorks.gov.uk

The anticipated national care homes plan is expected to require councils and NHS to have a nominated person working with each care home in the first instance (and, potentially, in time with home care providers, too) on a regular basis, with a tiered level of support on issues such as staffing, recruitment, staff cohorting, PPE, training and other issues. We have started work to develop this plan and enhanced offer and will share ideas as soon as we can. In the meantime, we are looking at what further measures we can put in place to support providers in the next few days.

As ever, we would like to thank you for all your continued hard work and to pay tribute to your teams and our frontline colleagues

Best wishes,

Richard

Best wishes,

Mike

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.

We are also attaching the updated how to work safely in care homes and how to work safely in domiciliary care. Both of these documents were covered in the Webinar held this afternoon for care providers.

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes>

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care>

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

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

Thank you to those Providers who attended the webinar this afternoon. We had 134 participants, so thank you to those providers that managed to attend. We hopefully managed to answer the questions sufficiently and as discussed on the webinar please find below links to managing shortages of PPE and infection, prevention and control documents:

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

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

An on-line video is also available which shows how to administer the swab:

<https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples>

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>

Testing for Social Care Staff

Arrangements for the testing of social care workers and those in their household with symptoms consistent with Covid-19 continues to progress. Mobile Testing sites are coming on-line at various points across NY, with updated information sent this afternoon, which we are repeating here:

Area	Dates and Times	Location of Site
Richmond	Saturday 2 nd May	Round Howe Car Park Reeth Road, Richmond DL10 4TP
Selby	Saturday 2 nd May	Eggborough Power Station, Eggborough, Goole DN14 0BS
Thirsk	Saturday 2 nd May Sunday 3 rd May	Millgate Car Park Marage Rd, Thirsk YO7
Skipton	Saturday 2 nd May Sunday 3 rd May	Craven Leisure Centre 21 Gargrave Rd, Skipton BD23 1UD

You will be allocated a time when you apply for a test. Go to <https://www.gov.uk/apply-coronavirus-test>
The main important information is that they are drive through sites and public transport, taxis or walk ups will not be allowed access to the sites.

For any queries please contact covidtests@northyorks.gov.uk

While testing arrangements for people in receipt of care who are not displaying symptoms are still being established we will continue to liaise with care providers and we hope to have more information in relation to the testing of people living in care homes in the coming days.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Cruse Bereavement Care

Cruse Bereavement Care is the largest bereavement charity in England, Wales and Northern Ireland. It provides support, information and advice for adults, children and young people when someone they loved dies. They are continuing to be there for bereaved people during the COVID-19 outbreak, and are also preparing for a huge uptake in demand.

People can also access instant support via the Freephone National Helpline. It is open on weekdays from 09:30 to 17:00 and until 20:00 on Tuesdays, Wednesdays and Thursdays. The number is 0808 808 1677. More information about grief and bereavement during the coronavirus can be found on the Cruse Bereavement Care website www.cruse.org.uk

Supporting People with Dementia

During our PPE Webinar this afternoon there was a discussion regarding supporting people with Dementia during the current pandemic and so we wanted to re-share a document that we hope care providers may find useful. It has been produced by the Northern Health & Social Care Trust and **it is attached to this bulletin.**

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/ata glance/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 Launch New Advice Line For Registered Managers

Skills for Care have launched an advice line and email inbox to support those managing CQC regulated adult social care services. Skills for Care's team are available 9.00 - 17.00 Monday to Friday, and can help managers to access the latest workforce related guidance, information, resources, funding, online learning and other opportunities in response to COVID-19.

Link to the relevant pages of their website is below:

<https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>

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>

Update from the MCA DoLS Team

Our first message, from all of us at the Dols Team, is thank you. Thank you for continuing to support people in your homes, it must be an incredibly difficult time filled with physical and emotional challenges.

DHSC Guidance- MCA and Dols

We have received guidance from the Department of Health and Social Care (DHSC). This guidance is only valid during the COVID-19 pandemic and applies to those caring for adults who lack the relevant mental capacity to consent to their care and treatment.

Please see further information attached. **To be sent with Bulletin.**

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.

Use Of Digital Technology

Following the recent guidance, we will be completing assessments, where appropriate, using digital technologies. In these cases we will need information from the care home, in order to complete our assessments, and ensure they continue to meet the requirements of the Mental Capacity Act and Deprivation of Liberty Safeguards. We will usually ask you to e-mail relevant documentation such as:

- Care plans
- Risk assessments
- Relevant MCA and Best Interests Decisions.
- Evidence of objection (may be in daily notes).

We appreciate that you will be experiencing significant pressures. We are looking to only assess those that are most urgent, so if you are contacted, it is likely it is because we have deemed the case to be extremely high priority, thank you for your support in this. Access to records is required as part of the regulations of the Mental Capacity Act and Deprivation of Liberty Safeguards.

Guidance

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

SCIE have produced very helpful information for practice in COVID 19, above is a link to information relating to the completion of mental capacity assessments during this time.

DNACPR IMCA support

<https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/treatment-and-care-towards-the-end-of-life/cardiopulmonary-resuscitation-cpr>

What the GMC states to medical practitioners: 'If a patient lacks capacity to make a decision about future CPR, you should consult any legal proxy who has authority to make the decision for the patient. If there is no legal proxy with relevant authority, you must discuss the issue with those close to the patient and with the healthcare team. In your consultations or discussions, you must follow the decision-making model in [paragraph 16](#). In particular, you should be clear about the role that others are being asked to take in the decision-making process. If they do not have legal authority to make the decision, you should be clear that their role is to advise you and the healthcare team about the patient. You must not give them the impression that it is their responsibility to decide whether CPR will be of overall benefit to the patient. You should provide any legal proxy and those close to the patient, with the same information about the nature of CPR and the burdens and risks for the patient as explained in [paragraphs 137 - 138](#).

This includes the need to instruct an IMCA where there is no one appropriate to consult.

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.