

Visitors to Services/ Homes

Following the Governments guidance on social distancing, we are strongly discouraging friends and family from visiting services until further notice.

We are promoting the use of social networking such as Facetime, Skype, Zoom and Team Viewer. Please get in touch if you need any support.

Rules on Exercising

People are being told only to take one form of exercise a day. The [guidelines say](#):

- Maintain a social distance of more than 2m from anyone outside your household, wherever you go
- Exercise alone or with members of your own household
- Gatherings of more than two in parks or other public spaces have been banned (ruling out most team sports)
- Take hygiene precautions when you are outside, and wash your hands as soon as you are back indoors
- [Stay local](#) and use open spaces near to your home where possible - do not travel unnecessarily

Summary Points

- The new Covid-19 law and regulations do not remove our existing rights and duties to work within the empowering ethos of human rights law; the Mental Capacity Act (MCA) is an essential part of this.
- CQC have made it clear that they want to support providers during the COVID-19 outbreak. They are encouraging providers to contact their inspection teams for advice and guidance. We recommend that providers do that, where appropriate, and document all discussions. CQC also have a standard notification form on their website for providers to use if they are unable to provide a regulated activity because of circumstances outside their control.

Thank you from Us!

We would like to say a massive thank you for all of your continued efforts and support during this challenging time. As keyworkers your role is as vital as the NHS and other frontline staff. Please do let us know if you are struggling and need any additional support.

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#QualityMatters

Keeping staff up to date with changes or requirements taking place within the care sector.

Coronavirus

COVID-19 Government Advice

By Mike Cleasby, Quality Director of NCG

Passion | Empowerment | Respect | Collaboration

COVID-19 Symptoms

Do not leave your home if you have either:

- **a high temperature** – this means you feel hot when touching your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.

Use the 111 online coronavirus service to find out what to do: <https://111.nhs.uk/covid-19/>

Actions if an Individual we support presents with symptoms of COVID-19

- Staff member to don PPE.
- Support the person to self isolate (if this is practicable).
- Consider the need for analgesics (paracetamol).
- Remember good hand hygiene.
- Contact 111 for advice (999 if urgent)
- Escalate to management

Advice for staff

Please visit the National Care Group intranet on a regular basis for updates. Lots of useful information including:

- Posters on taking care of yourself.
- Video update from CEO .
- COVID-19 Business Continuity Plan.
- How to manage any suspected cases of COVID-19.
- Easy read Information.
- Posters to display in offices/ services.
- A thank you letter from the Health Secretary Rt Hon Matt Hancock.
- Guidance for staff who may not be able to attend work.
- Tips for self-isolation.

<https://ncgintranet.com/coronavirus/>

Effective record keeping

Please ensure documentation continues to promote the following:

- Respectfulness
- Inclusiveness
- Person specific decision making
- Proportionality
- Continues to minimise harm
- Flexibility

Resources

Please let us know if you start to struggle receiving either PPE, medication or food.

Social Distancing

The Government wants everyone to do their bit to slow down the spread of this virus. We are only to leave our homes for the following reasons:

- to exercise - either alone, or with members of your household (guidelines suggest once a day, and in Wales that is the law)
- shopping for basic necessities (the guidelines say this should be done as infrequently as possible)
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- travel to or from work, but only when you cannot work from home

Please do your best to explain this to the individuals you are supporting. People who have the mental capacity could be fined or arrested by the police if they are outside without a valid reason.

Please review communal areas and encourage individuals you support to be at least 2 metres away from other people at all times.