

BrighterLifeCare - Covid-19 Procedure

Updated – March 2021

This safety procedure is based on the guidance released by Public Health England, Government Guidance, NYA and NHS.

The fundamental principle of this procedure is to give clear guidance on what BrighterLife Care are doing to keep employees, their families, Service users and their families safe.

This documents goes together with our **Coronavirus policy** and individual Service user Risk Assessments.

BrighterLifeCare will do all they can to limit contact and reduce the spread of COVID-19 whilst remaining caring and professional to those who we support.

Failure to follow government advice, official health guidelines, or refusing to support us with implementing the protective measures outlined in my Coronavirus Policy will be taken very seriously and may result in the immediate termination of our care.

Focus	Area of Consideration	Action
Children, young people and adults	1:1 session/ Small group sessions	<ul style="list-style-type: none">• Only service users who are <u>symptom free</u>, have <u>completed the required isolation period</u> and those who have <u>completed the parent declaration form</u> will be invited to access BrighterLife Care services.• Parents complete and agree to our terms and conditions regarding session bookings. (All 1:1 sessions to be planned 4 weeks in advance, including duration of session required. All session which have been planned will be chargeable from the date requested and confirmed)• Reduced hours/ days until safe to increase to normal/ previously arranged support.

March 2021

		<ul style="list-style-type: none">• Pick up and drop off – we ask that service users greet staff members outside of the household near their cars is safe to do so.• Staff members should only enter the home if this has been planned and agreed beforehand and have a completed and signed support within the home risk assessment.• If you have any information you wish to share with the staff member that day please can you contact me directly before the session, allowing me enough time to relay the message. If you need to share information during a session please contact the staff member directly.• After the session has finished staff have been told to stay close to the car and watch service users as they enter back into the home (they are not to leave until they have seen the person they are supporting physically go into the house)• If a session hand over is required then staff are to contact you afterwards via phone or email. (staff should not be staying around the chat)• Throughout March, April, May and June we will be continuing to encourage outdoor activities as much as possible (please refer to BLC Road Map for dates).• When the weather doesn't allow this we can discuss safe indoor activities using the Gov Guidance. (mentioned in individual risk assessments and can be accessed on "Parent/ carer" page at www.brighterlifecare.co.uk)• Face coverings to be worn in shops and supermarkets at all times up until we are advised that this is no longer required.
--	--	---

	Larger Group Sessions	<p>Larger group activities will not commence until BLC stage three – 24th May 2021 (please refer to BLC road map for more information and dates)</p> <p>When larger group activities can commence we will take the following;</p> <ul style="list-style-type: none"> • All activities planned using Government Guidance and NYA COVID Secure Guidance and new updates Road Map. • Monitor COVID – 19 Readiness Level (Access on BLC website) • The venue used for group activities will be COVID secure ensuring that enhanced cleaning arrangements are in place. • BLC have committed to additional enhanced cleaning system to ensure safe use. • Five Steps to Safer Working posters displayed • High Hygiene standards • The activity will be planned to ensure we are able to comply with social distancing requirements which is underpinned by UK law. <i>(This will apply to both indoor and outdoor activities until guidance on social distancing has changed)</i> • Groups will run with reduced numbers to allow us to safely manage social distancing. • Parents/ carers to provide transport to and from activities. <i>(we will continue to monitor and review the guidance on transport)</i> • Delivering larger group activities outdoors where possible. • Reduced activity time. • Avoid sharing equipment/ materials during the activity. • If items are brought from home they are not to be shared with anyone else, cleaned before and after the activity at home. • Maintain Good cleaning standards – Wash / change clothes after sessions/ support.
--	-----------------------	---

	Buddy groups	<ul style="list-style-type: none"> • Limit Staff/ Service user interaction by allocating the same staff member as much as possible. Where not possible a second will be introduced. • Staff/ Service user pairing based on health and additional needs, those who would have been supporting before be closed, location and other environmental factors • These buddy groups will remain unless staff illness or changes in guidance. • The more we can minimize contact with other households/ persons the less likely we are to spread the virus and also control the virus is we have anyone display symptoms. • Care routines, assessments and other essential information will be shared with your buddy staff member.
	Wellbeing and Support	<ul style="list-style-type: none"> • Service users will be supported in the most appropriate ways to understand how to keep themselves safe including encouraging regular handwashing and sneezing or coughing into a tissue/ crook of elbow. • Service users need to be supported from all of those who care for them to help understand the changes due to COVID-19. Staff will be made aware of the service user's needs for emotional support during this time. • It is essential that we work together to ensure we offer support where needed • Information regarding COVID-19 (Hand washing and other easy read documents have been added to the parents page on our website. www.brighterlifecare.co.uk <p>Changes to the way we support;</p>

March 2021

		<ul style="list-style-type: none"> • We need to limit physical contact with personal belongings as much as possible. (Service users will be encouraged to carry their own bags and belongings such as water bottles etc when possible). • We advise that service users to make purchases via card/ contactless payment. If this is not suitable we will support service users with their cash money verbally, rather than physically touching purses etc. • Staff have been advised to refer to the easy read guides on the BLC website if they require support explaining certain situations whilst out on sessions.
BLC Employees	Attendance	<ul style="list-style-type: none"> • Staff will be attending work on the basis that they are not currently displaying any COVID related symptoms. • Staff will report to the manager immediately in the event that they begin to feel unwell. (All necessary guidance has been provided) • It is not currently a legal requirement to be tested before returning to work. However if staff members start to display symptoms before returning to work or after, a test will need to be carried out to ensure they are safe to work.
	Vaccinations	<ul style="list-style-type: none"> • BrighterLife Care will be aiming for 100% staff vaccinations. • However we recognise and respect that not all employees will be able to accept the vaccination due to pregnancy, religious believes or allergies. • The vaccine will be available to all BLC employees. • BLC are aware that the Vaccine will not prevent employees from carrying the virus and therefore, • Continue to review all COVID-19 secure measures and reasonable alternatives to or additions to vaccination such as social distancing, use of PPE, handwashing etc • Vaccination Policy

March 2021

		<ul style="list-style-type: none"> • Comply with Data Protection Privacy – Employee vaccination status is Private Health Information and therefore comes under Special Category Data. We therefore ask you respect this and if for health reasons you need to be aware of this information you contact Rebekah directly.
	Physical Distancing/ grouping	<ul style="list-style-type: none"> • Wherever possible staff should remain with their allocated buddy group • Social distancing must be maintained during their supported sessions. • Staff cannot at any point make physical contact with service users and with other staff members. This includes; handshakes, high fives, hugs, passing objects between each other and physically consoling etc. • Where possible staff meetings will be held virtually or outdoors
	Communication (during sessions and for the purpose of maintaining a high standard of service)	<ul style="list-style-type: none"> • Staff members have been informed that they will be allowed to use their mobile phones ONLY when making contact with a parent/ or carer of the young person they are at that time supporting. • The “No phones” Policy has not been relaxed and the same rule applies. If phones are being used during sessions for non-work related matters, please inform me as soon as possible. • The need use of mobile phones has been mentioned in ‘1:1 session’ and ‘wellbeing and support’ sections. • To ensure BLC offer the highest standard of service I will be maintaining effective communication with all staff members. • Set supervision will allow us raise any concerns and improve practice.
	Training and Guidance Sharing.	<ul style="list-style-type: none"> • All staff will have received training and instruction in infection control and read and understand the operating procedure and risk assessment.

March 2021

		<ul style="list-style-type: none"> • Staff have been provided with guidance on the ways in which we can support service users; emotionally and mentally during this time. They have also been provided with challenging behaviour strategies which may occur as a result of confusion and upset.
Parents	Physical Distancing	<ul style="list-style-type: none"> • Parents should adhere to the drop off/ pick up plans. • Outdoor meetings to be planned where social distancing is achievable.
	Vaccinations	<ul style="list-style-type: none"> • We support and encourage all BLC families and service users to take the opportunity to have their vaccine when it becomes available. • We ask that you continue to follow all COVID secure measures set out by governing bodies and those clearly set out by BLC, regardless of your vaccination status.
	Communications	<ul style="list-style-type: none"> • Parents/ carers will need to contact Rebekah immediately if the person who requires support or everyone within the household has symptoms or has tested positive. • To maintain effective communication regarding session plans and times. • Feedback is required at the end of sessions if there has been a COVID related incident or discussion during a session. This will allow us to offer support for staff members and that young person moving forward. • If information is needed to be shared before or after a session this will need to be done via a phone call or text with Rebekah or the member of staff directly.
Travel	Travel associated BLC	<ul style="list-style-type: none"> • Before and after sessions and where suitable in between journeys, staff will be asked to clean their cars using gloves and standard cleaning products. Staff will ensure that the door handles, steering wheel and other areas that people may touch are cleaned to the best of their ability. • Car cleaning guidance provided and products have been provided

March 2021

		<ul style="list-style-type: none"> • Where people from different households are using a vehicle at the same time, good ventilation (keeping the car windows open) and facing away from each other may help to reduce the risk of transmission. • To optimise distance between people in the vehicle we will ask that all passengers will sit on the left hand side of the vehicle on the back seats. • After each journey, guidance recommends that; if possible wash your hands for at least 20 seconds or sanitise your hands. • We suggest reducing the amount of time spent in a car by walking from home to the location your visiting (if safe to do so) and also be more mindful of the location/ travel time when planning a session • We are not encouraging public transport. • Face coverings to be worn by staff members during <u>ALL</u> car journeys <p>Further information on safer travel guidance for passengers and the post recent guidance can be found here - https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#face-coverings</p> <p>BrighterLife Care will be following these measures until further notice.</p>
Hygiene, Health & Safety	Handwashing	<ul style="list-style-type: none"> • ALL service users and staff should wash their hands for a minimum of 20 seconds, as much as possible/ where possible throughout the duration of the session. • Where hand washing facilities are not accessible. Staff will be provided with hand sanitizers and encourages to use regularly. • This will be especially encouraged before/ after eating, before/ after activities, after sneezing etc and before/ after session.

March 2021

		<ul style="list-style-type: none"> We ask that all service users are equipped with; hand sanitizer and tissues before each session.
	Cleaning	<ul style="list-style-type: none"> Due to the nature of our support the cleanliness of community and areas which we may enter will be out of our control It is therefore even more important that we maintain the highest standard of person hygiene to protect ourselves and those who we spend our time with.
	Waste Disposal	<ul style="list-style-type: none"> Tissues/ wipes to be disposed of immediately and correctly followed by handwashing or hand sanitizer If we cannot dispose of tissues or wipes at that present time staff will ask service user to put them back in their bag until they return home or somewhere with safe disposal.
	Laundry	<ul style="list-style-type: none"> Staff have been encouraged to change/ wash clothes on a daily basis and especially on arrival home after a session. Parents to be encouraged to wash service users clothes on a daily basis. especially after each session.
	Risk assessment	<ul style="list-style-type: none"> Each individual will be risk assessed and adaptations given to usual practice.
	PPE	<ul style="list-style-type: none"> PPE arrangements will be dependent upon service users health needs and current situation. Staff will be following the most recent guidance for safe travel for passengers and will be asked to wear face coverings during all car journeys. https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers Guidance states that you do not have to wear face covering if you have a reasonable excuse. This includes those with a disability. Therefore we cannot make service users wear masks. However risk will be reduced by staff wearing them.

March 2021

		<ul style="list-style-type: none"> • Please see exemption list if you are unsure whether or not the young person you care for is required to wear a mask or not (information has also been added to the parent section on the BLC website). • Face coverings to be worn by staff members during all call journeys, shops and Super markets and all other indoor places requested by GOV until further notice. A full list of where you should be wearing a face covering and more information can be found here - https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own
Identifying/ Responding to a suspected case		<ul style="list-style-type: none"> • In the event that a service user displays suspected coronavirus symptoms whilst out on a session, they should be taken home immediately and self-isolate with the rest of their household in-line with government/ NHS guidelines. • During the journey home, the individual should be made to feel comfortable, in a space which is ventilated. • In the event that a staff member develops symptoms, they should go home immediately and self-isolate and follow NHS guidance regarding a test. • Ongoing communication
Responding to a positive case/ Self Isolating		<ul style="list-style-type: none"> • Read NHS 111 online advice for self-isolation • If unsure whether an individual poses a risk, the default is to isolate at home. • Parent/ carer to contact Rebekah Andreassen as soon as possible to allow for safety measures to be put into practice

March 2021

		<ul style="list-style-type: none"> • In the event of a positive case, management will report to Public Health England
Testing		<ul style="list-style-type: none"> • We advise that all employees, parents/ carer and service users (if suitable) test if and when required to . Through testing, people who test positive are able to self-isolate and break chains of transmission. • Essential workers are offered rapid testing. Step by step instructions can be found here - https://www.gov.uk/get-coronavirus-test • However everyone can now get fast COVID test results using their local test centre. • Further information regarding test and the best options for those who are displaying symptoms and those who are not can be found here - https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested • Contact Public Health England • Follow isolation practices • Follow Decontamination practices <p>Seek Public Health England /Local NHS Trust/ Locality based response and notification.</p>

Government Advice

Official information about the coronavirus and the latest advice can be found on the NHS website ([nhs.uk](https://www.nhs.uk)) or the UK government's website ([gov.uk](https://www.gov.uk))

Everyone must now:

Help control the virus

To protect yourself and others, when you leave home you must:

- wash hands - keep washing your hands regularly

March 2021

- cover face - wear a face covering over your nose and mouth in enclosed spaces
- make space - stay at least a metre away from people not in your household

If you are feeling unwell, get a test and do not leave home for at least 10 days.

If you or anyone in your household display symptoms , or discover that they have been in close contact with a confirmed case of coronavirus you should follow the [COVID-19: guidance for households with possible coronavirus infection guidance](#), stay at home and make contact with the NHS Test and Trace service.

NHS Test & Trace: www.gov.uk/get-coronavirus-test Telephone: [119](tel:119)

March 2021

Copyright © BrighterLifeCare 2021