

Home Care: Staying Covid-19 Secure

SUPPORT FOR INDEPENDENT LIVING



For more information please contact us:

Age UK Leicester Shire & Rutland
Lansdowne House, 113 Princess Road East, Leicester. LE1 7LA
0116 299 2266

**Web: www.ageukleics.org.uk
Email: homecare@ageukleics.org.uk**

Find us on social media:

The impact of the coronavirus pandemic has been greatest on our older generation, which has seen key services and support suspended to reduce their risk of contracting the virus.

As restrictions are relaxed and we resume our Home Care services, we are committed to doing so in a way which ensures your safety and that of our staff. To this end, we are implementing a programme of safety measures to keep you and your home COVID-19 Secure. This leaflet details some of the measures we're taking, and what we need our customers to do to ensure their safety.

Social distancing

If you are in the government's vulnerable category (but have not been asked to shield), for example if you are over 70 or have an underlying health condition, prior arrangements will be made to avoid face-to-face contact with our staff when they arrive and during their visit.

For all clients, we ask that you and members of your household remain 2m (6ft) from staff wherever possible. If you require guidance on how this can be achieved, please ask your Home Care worker or call our office staff on 0116 299 2266.

We ask that you minimise movement around your home and especially in tighter areas such as the hall, stairs or landing while staff are working in your property.

Staff will minimise contact with you wherever possible e.g. we will deliver shopping to your doorstep, ring your doorbell and step away while you take it inside

Where social distancing cannot be maintained, we will consider what actions we can take to reduce the risk of transmission. If we feel unable to manage the risk to you or our staff we will review whether the service can safely continue.

Reducing contact with internal surfaces

We ask that all internal doors are left open during our visit to minimise contact with door handles.

Hygiene practices

Our staff will follow the latest guidance in relation to infection control and hygiene practices including:

- Washing their hands more frequently during the day, and **always** upon arrival & departure from a client's home, for a minimum of 20 seconds using soap and hot water.
- Following best practice guidelines in relation to respiratory hygiene
- Wearing appropriate Personal Protective Equipment (PPE) if necessary. Please note the government has not recommended the use of PPE above and beyond what would normally be required for domestic services.

We ask that you also follow the recommended hand washing guidelines before and after our Home Care worker visits.

Limiting how many people visit your home

You will be assigned a regular worker to minimise the number of people coming in to your home.

Your financial security

We would encourage clients using our shopping service to purchase pre-loaded "volunteer shopping e-cards" to avoid cash handling. These can be bought online from most supermarkets.

Our staff are not permitted to use your bank card (either with or without the PIN).

Shielding and showing symptoms of COVID-19

Please note we are unable to undertake work in a household that is isolating due to showing symptoms of COVID-19, or where someone who has been asked to shield (this does not apply to essential personal care services which will be assessed separately).

Staff will follow government guidelines and isolate if they, or a member of their household, displays COVID-19 symptoms.

A team member will be happy to discuss any concerns you may have about the measures we have outlined in this leaflet. Please call our office on 0116 299 2266 during normal working hours.

How can we help you?

We regret that current restrictions mean that many of our services, all of our shops and all community resource centres temporarily closed at the end of March 2020. Our telephone helplines remain open on the numbers below.

Coronavirus Helpline

0116 299 2239

Open weekdays 9 am - 5pm and weekends 10am—4pm

A free, confidential helpline if coronavirus has caused you anxiety, loneliness or introduced practical support needs (e.g. getting shopping, prescriptions etc.)

Information & Advice

0116 299 2278

Open Monday to Friday, 9 am - 1 pm

A free and confidential service to assist with issues affecting your quality of life including: finances & welfare benefits; housing & property; leisure activities.

Age UK Business Directory

0800 599 9435

Directory of local trusted traders across the City and two counties.

Please check our website for the latest information on our activities as the restrictions are relaxed.

Can you help us?

Coronavirus has caused immense financial strain for the charity as it adapts to support greater numbers of the local, older community through the pandemic.

If you are using your time during lock down to declutter, please donate your good quality, saleable items to our charity. Either hold on to them until our shops open or call to ask us to collect them on **0116 299 2233**

If you feel able make a cash donation to support our work, please visit www.ageukleics.org.uk and click on the **DONATE** button to make a single or regular donation.

Thank you for your support.