

## Coronavirus information

# Volunteers and staff

## Supporting an unknown person or one with suspected coronavirus

**Useful  
terminology  
on reverse**

**This guidance is for staff, volunteers and managers delivering support services, such as Home Support/Meal Delivery/Shopping Delivery/Prescription Delivery etc. which, under certain circumstances, may mean entering people's homes.**

**If at all possible, do not enter the property but try to deliver your service from the doorstep, leaving shopping bags or medication etc. where the person can easily retrieve them.**

- Remember to keep a safe distance between you and the person (at least 2 meters).
- Ensure the person is safe and reassured before retiring and leaving.
- Do not touch your face – wash your hands with soap and water or alcohol-based hand gel as soon as you can.

**There may be circumstances in which you need to enter the property, such as needing to carry the person's shopping indoors as they are unable to do it themselves.**

If you have to enter the property try to maintain at least a 2m distance between yourself and the occupants.

**If you notice the occupant seems unwell:**

- If the person has not reported their symptoms to anyone, explain to them that you cannot remain at the house with them but that you are summoning further assistance
- Ensure the person is not in immediate danger, or requiring immediate medical assistance, if so call 999

- Try to stay calm and reassure the person, as this will be a very frightening time especially for older people
- Tell the person they must stay in their home and await further advice and not to let any other people into the house
- Leave the house as soon as you can
- Telephone your line manager immediately to report the contact and seek any further advice.

**If the person has reported their symptoms, establish to whom and report this to your line manager.**

If you have to enter the property and are unable to maintain 2m distance from a person who is **already suspected or known to have the corona virus**, then you should wear PPE. The likelihood of this situation arising in your service should be risk assessed.

**If you are entering the home of a person who is in the “extremely vulnerable” group, wear PPE.**

See the table [here](#) (from Gov.UK) for types of Personal Protective Equipment and their use.

It is essential that used PPE is stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being disposed of as normal.

## What is the difference between Social Distancing, Self-Isolating, & Shielding? Why do I need to know this?

These terms can be confusing, but it is important that volunteers and staff understand the guidance for themselves and people they are supporting.

These ‘measures’ aim to prevent the spread of the coronavirus and shield the most vulnerable groups from catching the virus.

**Whichever measure you are following it is very important that everyone maintains good hand hygiene and catching coughs and sneezes in a tissue which is then disposed of.**

Social distancing	Self-isolating	Shielding
<p>Everyone should be social distancing, this means:</p> <ul style="list-style-type: none"> <li>● Only leaving the house for essential reasons; basic shopping, to access prescriptions and healthcare, daily exercise, or to provide care to others – this includes volunteering</li> <li>● Maintaining a distance of 2 metres from people outside of your household</li> <li>● Minimise trips outside of the home as far as possible.</li> </ul> <p>Some people may wish to, or have been advised to, take additional steps to protect themselves, and so may ask that no one enters their home and may not wish to leave their home during this period. These wishes should be respected.</p> <p>The Government advises that people aged 70 and over, people with long-term conditions, and pregnant women are more vulnerable to the virus and so should ‘stringently’ adhere to social distancing. Government Guidance on ‘staying at home and away from others’ can be found here: <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a> as well as ‘FAQs what you can and can’t do’</p>	<p>If anyone has symptoms of coronavirus such as a new, continuous cough or a high temperature, they should self-isolate. They shouldn’t leave the house for any reason and try to remain separate from the rest of the household as far as possible.</p> <ul style="list-style-type: none"> <li>● If you live alone, you must stay at home for 7 days from the day symptoms start. After 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you just have a cough after 7 days, as a cough can last for several weeks after the infection has gone.</li> <li>● If you live in a household, the first person to get symptoms in a household should self-isolate for 7 days. The rest of the household needs to isolate for fourteen days to monitor for signs of coronavirus.</li> <li>● If someone else becomes ill during that period, their 7-day isolation starts that day. For example, it might run from day 3 to day 10 - when their isolation would then end. It would not restart if another member of the household fell ill.</li> <li>● But, anyone who fell ill on day thirteen would have to start a separate 7-day isolation from that day (meaning they would spend a total of 20 days at home)</li> </ul> <p>People do not need to self-isolate for any other reasons.</p> <p>Government Guidance ‘stay at home guidance’ here <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a></p>	<p>People who have been identified as ‘extremely vulnerable’ should be shielding for 12 weeks – not leaving the house at all for any reason and avoiding contact with members of their own household.</p> <p>Shielding has only been recommended for a small group of people who are at the very highest risk. These categories have been set by the Chief Medical Officer and are not based on age, although many older people will fall within it. These are primarily people who either:</p> <ul style="list-style-type: none"> <li>● Have a condition and/or are undergoing treatment that seriously compromises their immune system and how it functions – such as people undergoing certain types of cancer treatments, or:</li> <li>● Have a particularly severe heart or lung conditions.</li> </ul> <p>Sometimes people also refer to this as self-isolating.</p> <p>Government Guidance on shielding and protecting extremely vulnerable person can be found here: <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a> includes the full list of health conditions</p>

## When should someone contact 111?

Measures	When should you contact 111?
Social Distancing	If you are well you do not need to contact 111
Self-isolating	If coronavirus symptoms become unmanageable at home, get worse, or do not improve after 7 days
Shielding	Contact 111 immediately if you develop a high temperature or a new, continuous cough
<b>Anyone experiencing a potentially life-threatening or urgent situation should call 999</b>	