



## Covid-19 Contingency Plan for Clients

If any of our clients show any signs of the Covid-19, this is the plan for what we will do as a company to still care for the client and to protect our staff.

- 1) We will isolate the client as much as possible and will assign one carer to them for all of their care. This carer will **ONLY** go to the one client. They will continue to wear all items of PPE that we have provided for them which includes face mask, disposable gloves, disposable apron and face visor. The carer will also continue with their preventative measures of hand washing, wearing fresh gloves and apron for each task and disposing of them in a safe manner. The carer will also, **after each visit** and upon returning to their home, remove their clothing, place them in a pillowcase and wash them immediately with antiseptic laundry cleaner and then have a shower before having contact with any further members of their own household.
- 2) If the carer suspects that the client has symptoms of Covid-19, the carer will take the temperature of the client (if the client has their own thermometer) on **EVERY** visit and record it as well as report the client's temperature to the office for recording. If there is a change in the client or they take a turn for the worst, the carer will call for an ambulance after discussing with 111. If the client does need to go into hospital, the carer will prepare a bag for the client which will include: a) The client's hospital passport, b) details of any allergies that the client has (this can be found in the full paper care plan within the care plan folder), any pads that the client may need, a clean set of nightclothes, hair brush, toothbrush. It would also be pertinent to let the paramedics know if the client needs any mobility equipment (such as walking frame, needs to be hoisted etc). Also, the paramedics will need to be informed if the client has dementia and of any behaviour traits that the client has e.g. aggression when feeling insecure.
- 3) The carer will then go immediately to their own home, place their clothes into a pillowcase, shower, wash their clothes using antiseptic laundry cleaner and then will self isolate for 14 days. During this time, the carer will continue to take their own temperature on a daily basis and send to the office via the usual messenger app for the office to keep recorded.
- 4) All infection control policies will be implemented by the carer and will be overseen by their manager to ensure that it is being correctly carried out and recorded appropriately.
- 5) In the event of a high level of staff sickness, the line managers would step in to support the care needs of our clients. In the event that we were unable to commit to all of our care visits we would contact the families of



the client at the least risk and request that they support their family member during the crisis and would endeavor to rectify the situation by contacting adult social care and request additional support from other care agencies. The highest priority would go to our most vulnerable clients.