

COVID-19 Information

Care By Us (CBU) COVID-19 Policy

CBU has a coronavirus (COVID-19) policy that is regularly reviewed and updated in line with changes to government and regulatory advice. Our policy can be access by all CBU staff through the CBU staff portal.

CBU policy on testing of staff

CBU in line with government policy will support all of the staff team and service users to access COVID virus testing either home testing or drive through testing and will work with all staff to follow government policy on self-isolation and return to work. To reduce and manage risk we have organised and made available self-isolation accommodation for staff members and testing on return from travelling outside of the UK, hospital visits and prior to attending a new live in assignment and this will be in place until further notice.

CBU will also support to COVID virus test immediate Family members/ household members of key workers and are currently preparing a COVID antibody testing programme for all staff and will be updating our policy with further details once the plan is finalised and the tests being used are the same as the NHS are using with approx. 99% accuracy.

Measures taken within the office

CBU has implemented the following office rules and protocols to ensure safe working practices and to help safeguard the health of our office staff team, community staff team attending the office and any visitors to the premises (e.g. delivery drivers).

In order to ensure a safe environment when working in the office it is important that all staff observe a Social distance of 2M as much as possible as well as following the hygiene rules. To support with this the following will be implemented and will need to be followed by everyone entering the Care By Us (CBU) offices.

1. Communal Areas

- a. All communal areas will have a maximum number of people allowed to access them at any time and this will be clearly stated before entry to the area. EG. upstairs kitchen in Bishop's Stortford office to be no more than 4 people at any time.

2. Individual Department Working

- a. Each departmental manager will have in place blue and yellow teams who will have allocated days that they are to be in the office or working from home
- b. Each member of staff to have their own individual IT equipment. Mouse, keyboard etc.
- c. At the end of each shift staff members to clean their working area with the sanitiser wipes/spray provided
- d. All office areas will have a maximum capacity of staff that can work at any time. EG Bishop's Stortford ops and Planning maximum 7 staff

- e. All shared equipment printers, franking machine, microwave, kettle to be wiped down after use (cleaning packs provided in all areas)
- f. 2M markers placed around the office where required – by printers etc

3. Eating and Drinking

- a. Please do not bring food into the office to be shared with colleagues
- b. All food left in CBU fridges must be labelled, and labels will be supplied for this purpose. Any food without labels will be binned.
- c. Please use your own plates, cups and cutlery. These are to be washed up every day and not left in the kitchen
- d. Please do not make teas, coffees or snacks for your colleagues

4. Handling deliveries

- a. If you are handling any incoming deliveries please ensure you are wearing gloves, masks and sleeves and you clean your hands after

5. Moving around the building

- a. Please use the wall hand sanitisers when moving from office to office
- b. When visiting a colleague at their desk please ensure that you remain 2M from their desk (during these times we encourage phones and emails)
- c. If you need to pass a colleague please keep to the right to avoid confusion or collision
- d. In smaller areas such as corridors please wait until clear before entering. Bishops Stortford office only one person in the corridor as these are particularly narrow.
- e. When entering a corridor please wait for this to be clear to avoid passing in a small area
- f. Please do not pass on the stairs please wait until the stairway is clear
- g. Individual offices may have their own moving around guidelines (one way) please ensure you are aware of these.

6. Meetings

- a. Any meetings held in meeting rooms are to adhere to the meeting room capacity numbers
- b. Zoom meetings are the preferred method, please read the Zoom guidelines

7. Visitors (including Carers)

- a. All visitors to use the hand sanitisers provided when entering the building
- b. Please remind all carers and visitors when visiting that they are not to sit in areas that can cause congestion but should take themselves to areas of space (kitchen/breakout)
- c. If carers are collecting PPE they are to call in advance and PPE packs will be left in the reception area for them to collect to avoid waiting in the office

8. Shift changes

- a. If your department has a shift change please allow time for desk equipment to be cleared and the area cleaned.

- b. Staff coming in to wait outside the building until they see their colleagues leave. The shift manager will need to manage this so phones are covered at all times.

It is all CBU staff responsibility to ensure that they are fully up to date with the office rules and if at all unsure they can contact COVID19@carebyus.com or department managers within each office.

9. Toilets

There will be a one in one out system in place for office toilets

Measures taken in the Community (including Extra Care and Supported Living)

1. Personal Protective Equipment (PPE) – applicable to all care and support staff

Care By Us adheres to government guidelines regarding the correct levels of PPE to be provided to and worn by our staff team when delivering any care or support services. We have a standard PPE protocol (below) which all care and support staff are required to adhere to when working in the community. This protocol is reviewed regularly and updated in accordance with any updates to government guidelines.

We ensure that the PPE provided to our frontline staff is tested to the relevant safety standard.

CBU Standard PPE Protocol 2020

Level 1



GLOVES
APRON
OVERSLEEVES
OVER SHOES
FACE VISOR
FACE MASK

This is the PPE you will wear for all Service Users that we are looking after for their normal care calls. Both you and the Service User do not have symptoms of the virus – it is care calls as usual. The Service User will be effectively living their life in self- isolation all of the time with the country in lock down and “shielding” of the most vulnerable.

Please get in touch with your Area Senior/ local office for a spray bottle and Milton’s sterilising fluid plus masks, a full face visor, overshoes and over sleeves.

Each Face Mask is disposable and should be worn to protect you and your service user.

You should not touch your face mask to avoid cross infection/ contamination.

There are circumstances when you would need to remove and replace your face mask or eye protection this could be if:

- damaged
- soiled (e.g. with secretions, body fluids)
- damp
- uncomfortable
- difficult to breathe through

IF YOU NEED TO CHANGE YOUR MASK DURING A CARE CALL YOU MUST CHANGE YOUR GLOVES BEFORE TOUCHING YOUR FACE AND REPLACING THE MASK.



Level 2

DOUBLE GLOVES – we ask you to wear these so that you can access and exit a property wearing gloves- removing and changing these on arrival and exit of the property- taking off top layer of gloves before removing the rest of PPE which is all disposable including face masks- single use only. Once out of property you should not return to wash hands so ensure you have your hand sanitiser. Please remember to spray yourself down and wipe off with paper towel prior to entering a property if you have to get ready outside – due to space constraint or entering immediately into a COVID positive environment as you open the door (no hallway or separation area to get ready). Please spray key safe and door handles and change top layer of gloves once inside the property and dispose of gloves.

APRONS

OVERSHOES

OVERSLEEVES

DISPOSABLE OR WASHABLE ALL IN ONE SUIT OR GOWN

MASKS

FACE VISOR

The addition of an all in one suit or long sleeved gown (both washable and disposable) and mask and visor will be provided to a number of staff in the community including Area Seniors/ Seniors/ Community Facilitators who will be responsible for fast responding and going in to re assess a care call if a Service User presents with symptoms which include: **dry persistent cough, hot to touch, burning up, fever, aches and pains in muscles, breathing difficulties, loss of sense of smell/ taste.**

A Service User will be PPE Level 2 for 14 days post hospital discharge and we will also move to Level 2 PPE when any of our service users recommence treatment such as chemo/ radio/immune therapy or other treatments that may leave the service user more vulnerable

including steroids so we need feedback from all the team about a change to their service users health and treatment plan.

If you want to volunteer to be part of the assessment team please contact the COVID-19 team at the office on Ext. 236

The team with Level 2 PPE will also carry thermometers to test temperatures as well as Oximeters to measure oxygen levels and feedback if required to 111/999 to help in any clinical assessment.

On the care APP it will tell you if a Service User is Level 2 PPE.

Just to emphasise again – the Level 2 PPE Service User DOES NOT have a COVID positive status but because they have been out of their home and away from their self-isolating status and have been with other people for example in a hospital setting we are taking the precaution of additional PPE to PROTECT YOU, the Service User and also our other Service Users. Level 2 PPE will be required for 14 days.

- Disposable suits should only be worn with one Service User and left at the property if you are returning same day to do another call and if not thrown away and a new one used the next day and care call. Please place the disposable suit in a grey sealed bag with your name on and leave at the property by the front door for your next visit.

Reusable suits can be sprayed down with Milton/Chlorine/Rely On + Vikron solution and dried after each care visit. It can then be machine washed at 60 degrees at the end of your shift. Please keep your suit sealed in a bag after use to keep it clean until your next PPE2 visit- you should be issued with at least two suits but can have more- just contact the office.

TAKE CARE WHEN USING MILTON/CHLORINE SOLUTION AS THIS CAN BLEACH FABRICS.

JUST BACK FROM HOSPITAL

If your Service User has just come out of hospital in the last week there will be a pack of masks in place and a full face visor in place which have been provided by the Area Senior/Community Facilitator and **the Service User** should be encouraged to wear these for the FIRST 14 DAYS as a precaution, a new mask on each care call. The reason why we are asking them to wear the masks and visor is just a precaution – in case they should develop symptoms and not because we think they have the virus. It is important they wear them and NOT just you. If they are in place then the Service User will have agreed to wear them that is why the masks and visor are in place for them and Family members as well.

We are asking the COVID-19 status of all of the people we are discharging from hospital and some Service Users will come out with a confirmed COVID-19 negative test. Others won't have been tested because they have no symptoms and have been discharged with no concern so we are asking them to wear a mask and visor just as a PRECAUTION. Please remember that a person's COVID status can change instantly so they could leave the ward having tested

negative but then had several contacts with surfaces and others on their discharge journey that has changed their status- including travelling home by ambulance and being handled by the paramedic team.

If you go into a Service User where you think they have developed symptoms- **dry persistent cough, hot to touch, burning up, fever, aches and pains in muscles, breathing difficulties, and loss of sense of smell / taste** please remove yourself from the property and contact the Operations Team. They will then get in touch with the Area Senior/Barrier Care team and arrange an assessment. Part of this assessment will be contacting 111, the GP for advice.

DO NOT REMOVE THESE MASKS AND VISORS FROM THE PROPERTY FOR YOUR OWN USE AS YOU WILL HAVE BEEN PROVIDED WITH YOUR OWN SUPPLY OF MASKS.

Please be assured that our Service Users are in self-isolation and now cut off from the wider community. It will only be you and your care colleagues, other professionals and maybe Family members in contact with the Service User.

This means that they are very low risk to you- you are more of a risk to them as you are accessing the wider community each day so please ensure you:

- **WEAR GLOVES IN THE COMMUNITY AT ALL TIMES**
- **WASH YOUR HANDS FREQUENTLY**
- **USE YOUR SPRAYS AND HAND SANITISER**
- **KEEP STOCKED WITH PPE**
- **ASK FOR MORE UNIFORMS SO YOU CAN WASH ONE EACH DAY YOU WORK**
- **ASK FOR YOUR LEVEL 2 PPE AND MAKE SURE YOU HAVE ENOUGH**

SERVICE USERS VISITING HOSPITAL FOR TREATMENTS OR RECEIVING HOME TREATMENTS GOING FORWARD AND UNTIL FURTHER NOTICE TO REDUCE RISK TO THE SERVICE USER PPE LEVEL 2 WILL BE WORN FOR ALL INDIVIDUALS COMMENCING TREATMENTS SUCH AS CHEMOTHERAPY, RADIOTHERAPY, IMMUNOTHERAPY, STERIODS OR ANY TREATMENT THAT SIGNIFICANTLY INCREASES THEIR RISK OF CONTRACTING ANY VIRUS OR INFECTION.



Level 3

HAZMAT SUIT
FULL FACE RESPIRATOR
WELLINGTON BOOTS
DOUBLE GLOVES
OVERSLEEVES
APRONS
OVER SHOES

Here are two lovely members of the CBU Barrier team which commenced on 28th March, behind the masks is Alison Hart and Leigh Player in the CBU isolation facility getting ready to go out to see COVID-19 positive people in the community that have been tested positive and confirmed or are awaiting for test results. These people are well enough to be at home. The Barrier care team are now operating 7 days a week and will jump in and take over care if there is a suspected case and also be responsible for bringing people tested positive home from hospital and keep them away from the main care service. This will be a **2-3 week** pathway to ensure they are fully over their infection.

As the weather is getting warmer we are moving this team to lighter suits that are washable and can be sprayed down and surgical crocs rather than the wellington boots.

TO HELP YOU GENERALLY IN YOUR ROLE PLEASE CONTACT THE OFFICE AND LET THEM TAKE OVER COLLECTING MEDICATION AND FOOD SHOPPING FOR SERVICE USERS SO YOU AVOID ACCESSING THE WIDER COMMUNITY MORE THAN NECESSARY.

THANK YOU FOR ALL YOUR CONTINUED HARD WORK- THE CBU TEAM HAVE MORE PPE THAN MOST OTHER CARE PROVIDERS AND A LOT MORE THAN SOME NHS STAFF SO PLEASE USE IT CORRECTLY AT ALL TIMES TO KEEP YOU AND YOUR SERVICE USERS AS SAFE AS POSSIBLE.

2. Risk Assessments in the Community

The CBU coronavirus (COVID-19) policy and the standard PPE protocol set out the standard processes which apply to all staff when working in the community. In addition to these, individual specific risk assessments are carried out and recorded for each service user and each service setting. These are regularly reviewed and updated accordingly. With regard to COVID-19, service user risk assessments will include gathering the following information:

- The service user's COVID-19 status (positive or negative);

- Has the service user been swabbed and awaiting result;
- Is anyone at the service user's home symptomatic and self-isolating;
- Is the service user currently in or recently been discharged from a care home/respice or rehab setting;
- The service user's general health status;
- Whether the service user has been in hospital;
- Whether the service user's health has been compromised, for instance due to medications or treatments such as chemo/radio/immune therapy, or other treatments that may leave the service user more vulnerable, including steroids.

Each risk assessment then reflects our any additional measures required when caring or supporting the service user. For example, service users that have just come out of hospital will be on PPE level 2 for 14 days and offered face masks and visors to wear during care calls in addition to our staff wearing the required PPE.

3. Supported Living

The following is a generic overview for managing our supported living services with regards to COVID19. For any exceptions that have been identified for a service user due to their individual needs, these will be listed in their care plan that all support workers will have read before working with any individual.

1. All support workers to follow Hand Hygiene as detailed in the coronavirus Policy.
2. All support workers to have a temperature check on arrival of each shift.
3. All provisions to have in place a regular cleaning regime including cleaning of all door handles, light switches and communal areas using the Milton that has been provided.
4. Support workers to support all service users to adhere to the same levels of hand hygiene.
5. Grab sheets to be in place for all service users as per the NHS Grab and Go LDA guidance. These are to go to the hospital with the Service user in addition to their normal Purple Folder/Passport.
6. Where appropriate service users should be encouraged to have personalised cutlery and crockery to prevent any cross contamination.
7. All support workers to follow the correct PPE procedures. This is to be worn when the 2M social distancing cannot be adhered to and a task needs to be carried out e.g. personal care, supporting with meal prep.
8. PPE to be disposed of immediately, placed in a plastic bag and taken to the outside bin.
9. Staff to ensure that that they are wearing gloves and masks when carrying out any community tasks for the house e.g. medication collections, shopping.
10. Any concerns regarding symptoms of either a support worker or service user to be reported immediately to the House Manager who is to make contact with the Care By Us COVID19 hotline for further advise. If the House Manager is not available please call the COVID line direct on extension 236.
11. Clear contingencies to be in place for all individual service users for any of the following situations
 - a. A service user has symptoms
 - b. As service user is confirmed positive of COVID19
 - c. A support worker has symptoms
 - d. A Support worker is confirmed positive of COVID19
 - e. A support worker has been in contact/lives with someone who is positive of COVID19

- f. Care By Us are unavailable to provide support due to numerous staff being off sick/isolating

Extra Care Schemes

CBU has been working with the housing providers and local councils for each of our Extra Care schemes in line with government guidance.

In accordance with government guidance, all Extra Care schemes entered lock down in order to safeguard service user's and staff. Visitors to and from the Extra Care schemes were kept to essential family visits, the care team, cleaning team, essential maintenance work, District Nurse, GP and other key services such as paramedics and fire brigade.

The following procedures were implemented for the Extra Care schemes, with separate individual risk assessments carried out for each of our service users.

WHAT DO WE DO NOW AS POSITIVE ACTIONS?

THE ONLY VISITORS TO AND FROM THE SCHEME SHOULD NOW BE ESSENTIAL FAMILY VISITS, THE CARE TEAM, CLEANING TEAM, ESSENTIAL MAINTENANCE WORK, DN, GP AND OTHER KEY SERVICES SUCH AS PARAMEDICS, FIRE BRIGADE

ON ARRIVAL INTO THE BUILDING ALL OF STAFF INCLUDING HOUSING STAFF AND VISITORS SHOULD WASH HANDS AND SANITISE AND AGAIN ON LEAVING.

THEY ARE COMING INTO A COMMUNAL SPACE AND TOUCHING MULTI SURFACES.

IF THEY REFUSE PLEASE ASK THEM TO COMPLY OR TO LEAVE AS THIS IS A REQUEST TO OBSERVE BASIC HYGIENE DURING THIS PANDEMIC.

FAMILY, PRIVATE CLEANERS AND PAs VISITING MUST FIRST WASH THEIR HANDS ON ENTERING THE BUILDING AND HAND SANITISE AND AGAIN ON LEAVING THEIR FAMILY MEMBERS PROPERTY AND EXITING THE BUILDING

WE CAN PROVIDE, GLOVES, MASKS AND APRONS AND SHOE COVERS FOR FAMILY VISITING, PRIVATE CLEANERS ETC- THIS NEEDS TO BE DISPOSED OF INSIDE THE TENANTS FLAT ON LEAVING AND NOT TAKEN BACK INTO COMMUNAL AREAS.

NOTES REQUESTING THIS PROCEDURE SHOULD BE PUT UP ON ALL EXTERNAL DOORS AND AROUND THE BUILDING

ALL DELIVERIES IF POSSIBLE ARE TO BE LEFT AT MAIN DOOR, FAMILY SHOULD STILL SHOP AND COLLECT WASHING FOR EXAMPLE BUT WE CAN ALSO HELP WITH ARRANGING SHOPPING, DELIVERY OF PRESCRIPTIONS, HEARING AID BATTERIES, REPLACEMENT GLASSES, INCONTINENCE SUPPLIES AND TAKING THINGS UP TO RESIDENTS.

ITEMS DELIVERED SHOULD BE HANDLED WITH GLOVES AND EACH SPRAYED DOWN WITH MILTON FLUID (DILUTED ACCORDING TO **WHO** GUIDELINES 5 X STRONGER THAN NORMAL DILUTION RATIO) OR RELY ON+ VIKRON OR CHLORINE SOLUTION BEFORE BEING TAKEN TO RESIDENTS IN THE SCHEME AND RESIDENTS CAN BE GIVEN GLOVES TO HANDLE ITEMS AS WELL.

NOTES TO BE POSTED ON ALL EXTERNAL DOORS INFORMING DELIVERIES ARE TO FRONT DOOR ONLY

SENIOR/MANAGER ON DUTY

EVERY 24 HOURS 5 LITRES OF MILTONS FLUID/CHLORINE/ RELY ON-+ VIKRON SHOULD BE MADE UP(IN LINE WITH **WHO GUIDELINES** ON DILUTION RATIOS) AND THE CARE TEAM EACH FILL UP THEIR SPRAY BOTTLES WITH SOLUTION– THESE SHOULD BE TAKEN AROUND WITH THEM AND COMMUNAL AREAS SPRAYED DOWN – LIKE DOOR HANDLES, SWITCHES ETC.

EACH CARER SHOULD HAVE A BAG OF PPE WHICH THEY TAKE WITH THEM AROUND THE BUILDING AND THIS NEEDS TO BE REPLENISHED EACH DAY AS REQUIRED:

- APRONS
- OVER SHOES
- SLEEVE COVERS
- INSIDE THE PROPERTY A CLINICAL WASTE BAG NEEDS TO BE PLACED.

(CARERS CAN CARRY THEIR OWN GLOVES AND MASKS AND WE RECOMMEND WEARING YOUR FULL FACE VISOR AT ALL CALLS)

CARE TEAM

THE CARE TEAM SHOULD BE LEAVING ALL ITEMS LISTED ABOVE AND THEIR GLOVES BEFORE EXITING THE SERVICE USERS HOME IN THE CLINICAL WASTE BAG AT EACH PROPERTY.

ON ARRIVAL INTO THE PROPERTY THE CARERS SHOULD WASH HANDS, DRY WITH PAPER TOWEL THAT WE HAVE PROVIDED AND PUT ON GLOVES

ON EXIT GLOVES SHOULD BE DISPOSED OF AND HANDS WASHED AND A NEW PAIR PUT ON.

CARERS SHOULD BE WEARING GLOVES/HAND WASHING BEFORE AND AFTER EACH CALL AND HAND SANITISING.

IN COMMUNAL AREAS USE YOUR SPRAYS TO SPRAY ON TO BANNISTERS, LIFT BUTTONS, AND HANDLES ETC- ANYWHERE WHERE THERE IS CONTACT TOUCH.PLEASE KEEP GLOVES ON IN COMMUNAL SPACES.

MORE UNIFORMS HAVE BEEN PROVIDED – YOU CAN HAVE AS MANY AS YOU WANT AND PLEASE MOVE TO LEAVING THESE ON SITE AND DON'T TAKE HOME AND SENIOR/ MANAGER TO WASH AND HANG TO DRY IF POSSIBLE. IF NOT AVAILABLE TAKE HOME IN A BAG TO WASH AND BRING BACK IN A BAG AND THEN PUT IT ON ONCE IN BUILDING.

COMMUNAL AREAS NEED TO BE KEPT SPARKLING CLEAN – OBSERVE SOCIAL DISTANCING AND DO NOT CONGREGATE IN STAFF ROOM.

DO NOT SHARE PLATES AND CUTLERY AND CUPS – KEEP YOUR OWN.

ENCOURAGE ALL SUs TO AIR THEIR FLATS AND TO SOAK AND THOROUGHLY WASH THEIR HANDS EACH TIME YOU ARE PROVIDING THEIR CARE.

DAILY TASKS

FOLLOWING PPE GUIDELINES

CHECKING YOUR SERVICE USERS AT EACH CALL BEFORE YOU START YOUR CARE FOR ANY CHANGES IN HEALTH- **SORE THROAT, PERSISTENT DRY COUGH, TEMPERATURE, MUSCLE ACHES, SHORTNESS OF BREATH AND GENERALLY FEELING UNWELL AND TIRED, LOSS OF SENSE OF SMELL/ TASTE.**

IF THEY HAVE ANY SYMPTOMS OF CONCERN LEAVE THE FLAT AND REPORT TO THE SENIOR/ MANAGER ON DUTY.

THE NEXT STEP WILL BE FOR THE SENIOR/MANAGER TO RISK ASSESS BUT THIS WILL REQUIRE FURTHER PPE BEING WORN AND THIS IS AS FOLLOWS:

- FULL BODY SUIT WITH HOOD UP
- MASK/VISOR
- APRONS, SLEEVE COVERS
- DOUBLE GLOVE
- FOOT COVERS

TEMPERATURE WILL BE TAKEN AND RECORDED, OXIMETER TO MEASURE OXYGEN LEVELS AND ANY OTHER SYMPTOMS, 111, GP CONTACTED FOR FUTURE ADVICE.

PLEASE LEAVE THERMOMETER AND OXIMETER IN PROPERTY- YOU HAVE BEEN GIVEN 5 AND THESE CAN BE WELL STERILISED WITH MILTON FLUID AS PER THE PROTOCOL YOU HAVE BEEN GIVEN FOR MILTONS FLUID DILUTION AND USE.

IF THE SU HAS SIGNIFICANT SYMPTOMS PRESENTING LIKE COVID-19 THEN THE LEVEL 3 CBU BARRIER CARE TEAM CAN BE CONTACTED TO TAKE OVER CARE FOR UP TO 21 DAYS BUT WE ARE DEALING WITH CONFIRMED COVID CASES AND SO WILL WEAR FULL RESPIRATORY MASKS AND BIO HAZARD SUITS.

PLEASE PREPARE YOUR SERVICE USER FOR OUR VISIT ALTHOUGH NO ONE WE HAVE CARED FOR TO DATE HAS BEEN CONCERNED OR SCARED.

HOWEVER, **THIS SECOND LEVEL OF PPE SHOWN IN THE PICTURE BELOW** THAT HAS BEEN PROVIDED TO THE SCHEME IS SUFFICIENT TO PROVIDE BARRIER CARE TO A SU WITH SUSPECTED SYMPTOMS.

PLEASE ENSURE YOU REMOVE YOUR SUIT AS YOU EXIT AND TAKE STRAIGHT TO BE WASHED OR DISPOSED OF IF IT IS THE WHITE PAPER FULL BODY SUITS



PLACE WASHABLE SUITS IN BAG AND THEN STRAIGHT INTO THE WASHING MACHINE WITH A CAP FULL OF THE BIO WASH PROVIDED AND NORMAL WASHING POWDER.

ANY CONCERNS PLEASE CONTACT THE CUSTOMER CARE TEAM OR COVID HOTLINE

THANK YOU FOR ALL YOUR HARD WORK AND KEEPING UP THE STANDARDS TO ENSURE WE DO NOT HAVE ANY PROBLEMS WITH THE CORONAVIRUS IN YOUR WORK PLACE.

We are and continue to work in partnership with service users, Local Authorities and relevant housing authorities to individually risk assess and manage any deprivation of liberty (DOLs) issues on an individual basis.

Barrier Care

To ensure the safety of our barrier care team CBU has implemented a number of protocols and procedures which are to be adhered to. These include:

- Barrier care team are to wear level 3 PPE, which includes the following items of PPE:
 - Hazmat suit
 - Full face respirator
 - Wellington boots
 - Double gloves
 - Oversleeves
 - Aprons
 - Overshoes

- Barrier care hazmat suit dress and undress procedure
- Decontamination process