

COVID-19 MEASURES

The logo for Calida Care features the company name in a pink, sans-serif font. It is framed by two thick, curved lines: a green one on the left and a purple one on the right, which overlap at the bottom. The background is white, set against a green header and footer with pink horizontal bars.

Calida Care

We firmly believe that Live-In Care is one of the safest types of care currently available, as it allows the individual to stay in their own home (typically a low risk environment which is responsive to infection control measures) and avoid the need for multiple contact with others. That is why now more than ever, we recognise the importance of continuing to provide our Live-In Care service.

The health, safety and wellbeing of our staff and Client's remains our top priority and despite COVID-19, there is no difference to the high-quality care we provide. The outbreak has however necessitated the introduction of special precautions and revised ways of working to protect both our Clients and Carers.

These measures are based on Government guidelines, as well as guidance issued by Public Health England (PHE), the Department of Health & Social Care (DHSC), the NHS and the United Kingdom Homecare Association (UKHCA). We continue to monitor these guidelines and work with our Carers and Clients to implement any necessary measures.

We hope you find the following information useful and are happy to answer any further questions you may have.

Together, we can make a difference.

With best wishes

Desre Milsom, Head of Care

FAQ's



I would like to go ahead and arrange Live-In Care. What happens next?

The first step would be for us to complete your Care Plan together. Your Care Plan is a personalised, holistic document which records your care and support needs as well as what is important to you, your likes and dislikes, preferences and how you wish the Carer to support you.

We will arrange to visit you and capture the most essential information we need for your Care Plan, for example, information on your medication, your current health conditions and the level of support you need. We will also complete the Risk Assessment of your property. The Assessor will wear a facemask, gloves and an apron and where possible, will respect a 2 metre distance.

Any other information we require for your Care Plan, we will gather via telephone. By following this protocol, we are reducing contact time in line with current guidance which calls for all non-essential contact to be avoided, most especially with the at risk groups of those aged over 70 and/or with underlying health conditions.

In circumstances where completing the Care Plan remotely is not possible, we will of course complete this in full on our visit.

Will social distancing and 'shielding' of vulnerable groups affect the management of my care?

No. We are in regular contact with our Clients/family members & Carers and communicate any important updates or changes. Spot checks and reviews with the Client, Carer and/or relevant family members continue but as a temporary measure, in order to reduce any unnecessary contact, these are now conducted by telephone. Where possible, we also make use of video calling apps such as Skype, Facetime & Whatsapp for these contacts.

In the following instances however, a supervision would be conducted in person:

- If we suspect a Client is at risk and/or we have any other concerns about their care
- If we had concerns over a Client or Carers general welfare and wellbeing
- If a Client or family member specifically requests that we conduct a visit in person

Do your carers receive training applicable to COVID-19?

Yes, all our carers hold valid training in Infection Control and hand washing. In addition, our carers have completed a training course on COVID-19.

FAQ's



What happens if I, or the Carer, start to display the symptoms of COVID-19? (high temperature, new & continuous cough, change or loss to sense of taste or smell)

The most up to date guidance will be followed should this happen. In addition, testing is now available for essential workers (this includes Carers) and those aged 65 or over who are displaying symptoms. This allows us to now quickly determine if symptoms are from the virus.

Are your carers supplied with Personal Protective Equipment (PPE)?

Yes, gloves and aprons are already routinely issued to all our carers for use during the provision of personal care and they are well trained in infection control, including how to wash their hands correctly. We are well stocked with gloves and aprons. In addition, guidance issued on the 27th April now requires Live-In Carers to wear facemasks in the following situations:

1. If the carer will be within 2 metres of anyone in the household (client of anyone else in the house) who is coughing, even if they are not providing direct care to them
2. For all direct care tasks, such as:
 - assisting to get in/out of bed
 - feeding or supporting to drink
 - administration of medication
 - dressing & grooming
 - bathing & washing
 - toileting & supporting with mobility
3. For any tasks that do not require the carer to touch the client (physical contact) but when the carer needs to be within 2 metres of the client

The above applies whether the client is displaying symptoms or not.

Please note this may necessitate your Live-In Carer wearing a mask for the majority of the time. In some instances, they may also be required to wear eye protection while providing personal care. We have sufficient stocks of facemasks and eye protection available for issue to our Carers. These are to the recommended specifications. In addition, we supply our carers with facemasks that are suitable for use if they are leaving the property.

FAQ's



Are there any special measures in place for screening the carers for COVID-19?

Yes:

- All our Carers are required to provide us with written confirmation of where they have travelled in the past 14 days prior to us considering them for placement. They also sign a declaration that they are symptom free and whether they have knowingly been in contact with anyone else who has presented with any symptoms.
- We require Carers returning to the UK to self-isolate for 14 days prior to placement.

It is important to note that all our carers have either been self-isolating here in the UK, or in their home countries where lockdown measures have been far more stringent than in the UK.

Are there any special measures my family and friends should be taking?

Yes. The most recent Government advice remains that some people are more clinically vulnerable to COVID-19 than others. These include those aged over 70, those with specific chronic pre-existing conditions and pregnant women. These clinically vulnerable people should continue to take particular care to minimise contact with others outside their households, but do not need to be shielded.

Those in the clinically extremely vulnerable group are strongly advised to stay at home at all times and avoid any face-to-face contact; this is called 'shielding'. It means not leaving the house or attending gatherings at all, with very limited exceptions.

As per Public Health England, where COVID-19 is circulating in the community at high rates and symptoms can differ from person to person, it is not always obvious who might be affected by the virus and be infectious to others.

We therefore appeal to everyone to please continue to practice the social distancing rules and other hygiene measures currently advised and to work with us and the carers to keep everyone safe.

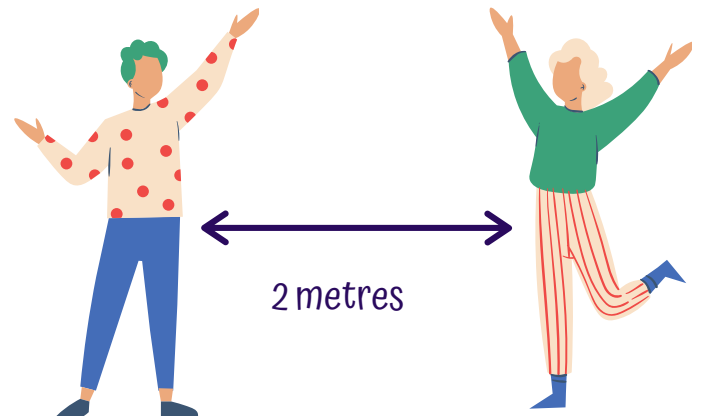
Be alert to Fraud! Scammers are attempting to take advantage of the crisis. For more information visit www.friendsagainstscams.org.uk

STOP THE SPREAD



WASH YOUR HANDS FREQUENTLY

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.



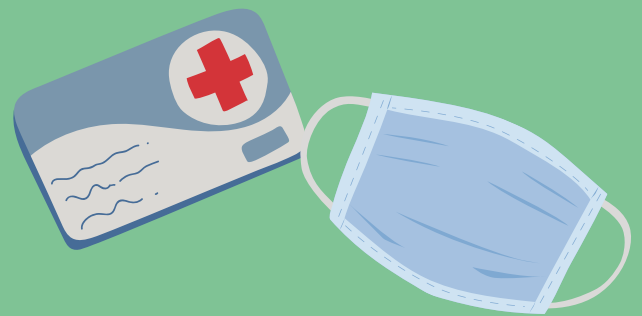
MAINTAIN PHYSICAL DISTANCING

Maintain at least 2 metres distance between yourself and people who are not from your household.



AVOID TOUCHING EYES, NOSE AND MOUTH

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth.



IF YOU HAVE SYMPTOMS, STAY AT HOME & SELF-ISOLATE

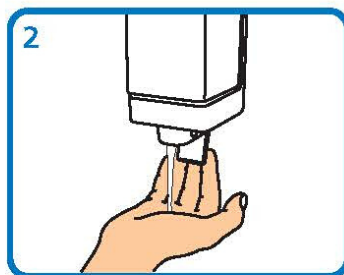
Symptoms include:

- High temperature
- New, continuous cough
- Loss or change to your sense of taste or smell

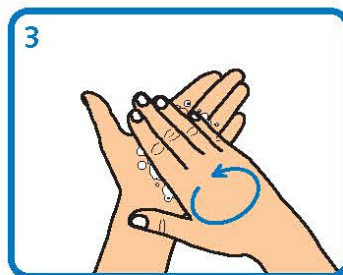
Hand-washing technique with soap and water



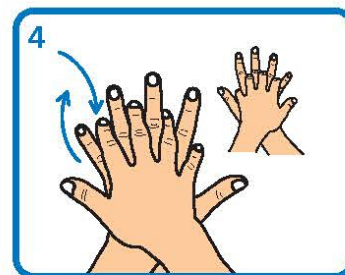
Wet hands with water



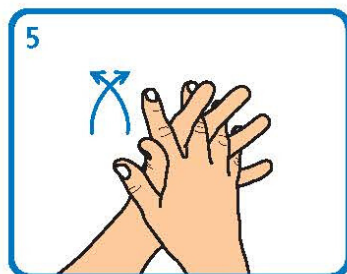
Apply enough soap to cover all hand surfaces



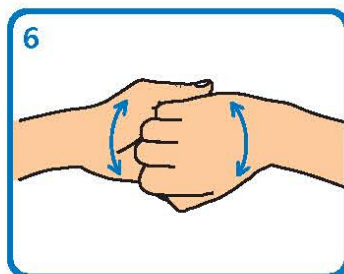
Rub hands palm to palm



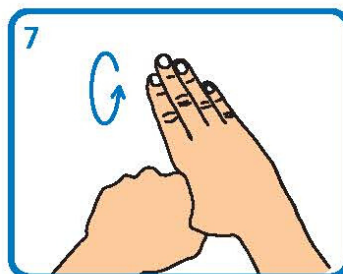
Rub back of each hand with palm of other hand with fingers interlaced



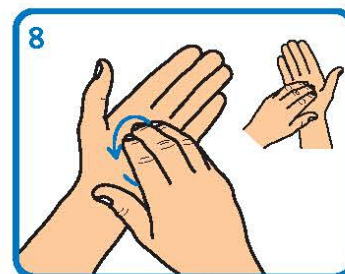
Rub palm to palm with fingers interlaced



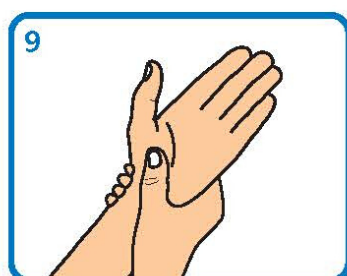
Rub with back of fingers to opposing palms with fingers interlocked



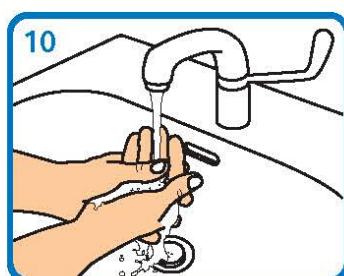
Rub each thumb clasped in opposite hand using a rotational movement



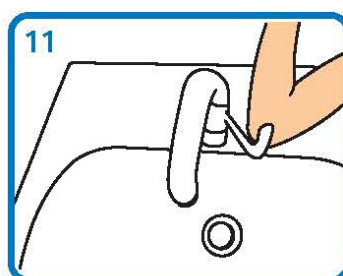
Rub tips of fingers in opposite palm in a circular motion



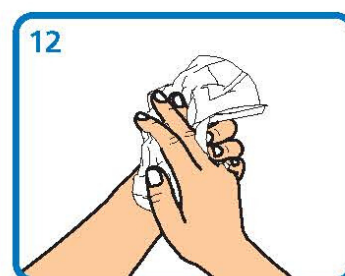
Rub each wrist with opposite hand



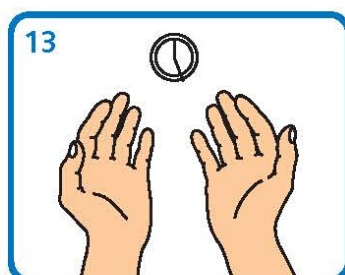
Rinse hands with water



Use elbow to turn off tap



Dry thoroughly with a single-use towel



Hand washing should take 15–30 seconds