

Information for Personal Assistants working with Vulnerable People in the Community

Wiltshire Council has set up a central point of contact for social care providers for COVID-19 queries. Please see the email address and telephone number below:

CandF.Commissioning@wiltshire.gov.uk

Tel: 01225 718777

We are in extraordinary times and we therefore all need to work together to ensure that the most vulnerable people in our local communities continue to receive the care and support that they need.

We are working hard with our health and voluntary sector colleagues across Wiltshire to ensure that we are communicating with all care providers in a timely way and we are emphasising the importance of having robust plans in place to cope with the effects of COVID-19.

We would therefore urge you to think about plans that you can put in place for the people that you support. This could include involving people's family/friends or the potential for you to join with other Personal Assistants' or local care provider/community groups in order to offer mutual support to each other.

Things you may also want to think about when planning will be to ensure that your clients, and their family and friends are able to use alternative ways of keeping in regular contact if they were to have any symptoms associated with COVID-19 (these are a fever or new, persistent cough).

If any individual you are caring for and supporting does have symptoms of COVID-19, then it is vital that the risk of transmission be minimised through safe working procedures.

This will require you to use personal protective equipment (PPE) for activities that will bring you into close personal contact, such as washing and bathing, personal hygiene and contact with bodily fluids.

Aprons, gloves and fluid repellent surgical masks should also be used in these situations. If there is a risk of splashing, then eye protection will minimise risk. Please refer to the Government's guidance for home care providers for further help.

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance>

Please do use the email address above if you have any queries about your plans which you think the Council may be able to help you with and please keep up to date with the latest Public Health England information as this is routinely updated:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>