



**Aspire - All Staff COVID-19 Guidance**  
**07/10/20 Update**

This is the 6<sup>th</sup> update to staff and supersedes all previous versions. Please take the advice below seriously.

We **expect all staff** to stay aware of changing guidance, minimising risk to themselves, their families and the people we support.

**It remains the responsibility of each of us to do the right thing with the most current advice available. We have entered a 2<sup>nd</sup> phase of this pandemic and need to take the instructions, guidance and advice offered by the Govt seriously.**

Question	Guidance	Further Info
What is Coronavirus?	<p>Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus with no current vaccine. The best way to prevent infection is to avoid exposure.</p> <p>A webinar on COVID19 from Health Protection Scotland, NHS and NHS Education for Scotland can be found below; it's 19 minutes long and very informative.</p> <p><a href="https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-in-health-and-social-care-settings-an-overview/">https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-in-health-and-social-care-settings-an-overview/</a>  <a href="https://vimeo.com/408878587">https://vimeo.com/408878587</a></p>	Stay aware of up to date information from trusted sources –e.g., national news, government websites and internal Aspire updates
How is it spread?	<p><b>Respiratory secretions</b> from others (within 2 metres). Could be inhaled into the lungs from coughing, sneezing.</p> <p><b>From hard surfaces.</b> Touching a contaminated surface, object or the hand of an infected person and then touching their own mouth, nose, or eyes (e.g. touching door knob or shaking hands then touching own face).</p>	Stay aware of how the virus is spread in order to protect yourself and others.
How do I prevent becoming infected?	<p><b>Wash your hands with soap and warm water often</b> for 20 seconds (sing "Happy Birthday" twice) Use alcohol sanitisers with at least 60% alcohol only if handwashing facilities are not available.</p> <p>Dry your hands completely with a disposable towel. Use the <b>disposable towel to turn off</b> the tap Wash your hands as frequently and after:</p> <ul style="list-style-type: none"> <li>• taking public transport</li> <li>• before leaving home and arriving home</li> <li>• on arrival at work and leaving work</li> <li>• after using the toilet</li> </ul>	Select or click on the words " <b>hand hygiene</b> " for further information.



	<ul style="list-style-type: none"> <li>• after breaks and sporting activities</li> <li>• before food preparation</li> <li>• before eating any food, including snacks</li> <li>• after using supermarket trolleys etc. (clean trolleys before use if possible)</li> </ul> <ol style="list-style-type: none"> <li>1. Wear appropriate PPE during work</li> <li>2. Wear face coverings inside shops, restaurants, public transport etc.</li> <li>3. Keep following government guidelines.</li> <li>4. Avoid touching your face, eyes, nose, and mouth</li> <li>5. Cover your cough or sneeze with a tissue, then throw the tissue in a bin. Catch It, Bin It, Kill It</li> <li>6. Clean and disinfect frequently touched objects and surfaces <b>at least x2</b> daily with domestic/anti-bacterial cleaning products in work or domestic settings</li> <li>7. Remove rings from your hands and bracelets to minimise the possibility of germs on your hands and wrists</li> </ol>	
<p>Why should I be interested or follow guidelines?</p>	<ol style="list-style-type: none"> <li>1. To date, 42,350 people have died from Covid 19 in the UK.</li> <li>2. Autumn and winter is a particular risk because people will be inside buildings more – with increased likelihood of cross-infection between people</li> <li>3. It is important everyone knows what to do and does it. Individually and collectively, we need to take care of each other and those we support. If people don't follow guidelines, they could put their families, colleagues and supported individuals at risk.</li> <li>4. We provide support to a lot of frail, vulnerable people who are at higher risk of becoming very unwell or dying. We need to do everything we can to avoid that.</li> <li>5. Staff might have to self-isolate or become unwell, creating problems in providing cover, leaving those we support at risk.</li> </ol>	<p>It's important we all take responsibility to minimise the impact this has on ourselves, our families, the people we support and our employee owned business.</p> <p>Increasing infection rates are evident. We must all remain vigilant in ensuring that no action or omission on our part gives the virus a chance to spread.</p>
<p>What are the symptoms?</p>	<ol style="list-style-type: none"> <li>1. A high temperature – over 37.8 degrees or your chest or back feels hot to touch</li> <li>2. A new, continuous cough – this means coughing a lot for more than 1 hour, or 3 or more coughing episodes in 24 hours (if you normally have a cough, it may be worse than usual)</li> <li>3. Loss of or change in your normal taste or smell</li> <li>4. Difficulty in breathing / feeling breathless.</li> </ol>	<p>Stay alert to the symptoms of the virus and respond appropriately if they become evident reporting to your line manager. You will be required to book for a test at the first sign of any symptoms.</p>
<p>What do I do if I feel unwell?</p>	<ol style="list-style-type: none"> <li>5. Stay at home and arrange a COVID-19 test and follow <a href="#">NHS advice</a>.</li> <li>6. Contact your line manager or on-call manager advising them of your concerns as soon as possible.</li> <li>7. Do not use home testing kits – only access NHS testing</li> <li>8. If advised to self-isolate follow the <a href="#">stay at home guidance</a>.</li> <li>9. If worried about symptoms of a family member or colleague, <b>do not go to the GP or other healthcare environment.</b></li> <li>10. <b>Only call 111 if you cannot get help online.</b></li> </ol>	<p>Click or Select <a href="#">NHS advice</a> for more information</p> <p>Click or Select <a href="#">stay at home guidance</a> for more information</p>
<p>What happens if I need to stay off</p>	<ol style="list-style-type: none"> <li>1. If you are required to shield due to underlying medical concerns or as a result of symptoms or self isolation you should report this to your line manager or HR Manager as soon as possible.</li> </ol>	<p>As employee owners, <b>this is your company</b>. We all need to do the right thing by the company to ensure</p>



<p>work?</p>	<ol style="list-style-type: none"> <li>2. Statutory sick pay will be paid from day 1 of your absence. We realise that this will be less than you will normally earn and discussions are ongoing at national level to try to minimise the financial impact for people.</li> <li>3. For those employees who earn less than the lower earnings limit of £118 you may be eligible to claim universal credit or other benefits to assist you financially over this time. Aspire’s Finance Manager is available to signpost the team to the appropriate places where they may receive financial support or guidance.</li> <li>4. The furlough scheme will end 31/10/20. A new job support scheme has been introduced which will provide up to 77% of a personal normal salary for 6 months for jobs which are ‘viable’. Please contact Debbie Elrick if you have concerns re income and sickness support.</li> </ol>	<p>it remains financially viable and support genuine staff need. <b>We do not intend to support anyone who may see an opportunity to take advantage this current situation.</b></p> <p>Some decisions will be determined at the manager’s discretion. Any such situations will be taken fairly and with all relevant information to ensure fairness for all staff.</p>
<p>Working from Home</p>	<p>Various staff have worked from home for many months now. This is to reduce the amount of people circulating in the general population and in turn decrease the opportunity for the virus to spread</p> <p>We have set up systems to ensure only essential personnel for essential reasons will attend any of Aspire’s bases. We have been operating Aspires support hub services remotely, keeping in contact via phone and video conferences.</p> <p>We are also speaking to staff who normally work directly supporting people to see if telephone and or video support can be given to maintain supports for supported individuals as best we can.</p>	<p>We all need to think about how we continue to work differently. Working smart to maintain as much business continuity as possible.</p>
<p>When do I have to isolate myself and/or my family?</p>	<p>As of the 4<sup>th</sup> of August If you have <u>symptoms</u> of COVID-19 however mild, you must self-isolate for at least 10 days from when your symptoms started. You should arrange to have a test to see if you have COVID-19 – go to <u>testing</u> to arrange. Do not go to a GP surgery, pharmacy or hospital.</p> <p>If you are not experiencing symptoms but have tested positive for COVID-19 you also must self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, you must restart your 10-day isolation from the day you develop symptoms.</p> <p>After 10 days, if you still have a temperature you should continue to self-isolate and seek medical advice. You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone. See the ending isolation section below for more information.</p> <p>If you live with others, all other household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken. If anyone else in the household starts displaying symptoms, they must stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on</p>	<p>Follow guidelines at all times to ensure the safety of yourself and others.</p>



	<p>in their original 14-day isolation period. The ending isolation section below has more information.</p> <p>If you have <u>symptoms</u>, try and stay as far away from other members of your household as possible. It is especially important to stay away from anyone who is clinically vulnerable or clinically extremely vulnerable with whom you share a household.</p> <p>Consider alerting people who you do not live with and have had close contact within the last 48 hours to let them know you have <u>symptoms</u> of COVID-19.</p> <p>Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts.</p> <p>If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the <u>NHS 111 online</u> COVID-19 service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.</p> <p>If you develop COVID-19 <u>symptoms</u> again at any point after ending your first period of isolation (self or household) then you must follow the guidance on self-isolation again.</p> <p>People who are self-isolating and have no symptoms <b>do not pose a risk to others</b>. They are self-isolating to allow closer monitoring in order to identify early symptoms, and to enable prompt medical action if required.</p> <p>Where you have a family member who lives in the same household as you are displaying symptoms, please notify your line manager as soon as possible and arrange a COVID Test. There may be an opportunity for your family member to be tested to ascertain whether or not your family member has contracted COVID19 and whether or not isolation is necessary for your household.</p>	
<p>I have a chronic health condition – what should I do?</p>	<p>The shielding period ended on the 31<sup>st</sup> of July however those who are at higher risk should be extra vigilant, should you have any concerns regarding your safety in the workplace please contact your line manager or a member of HR to discuss.</p> <p><b>Access Self-help guide: Coronavirus (COVID-19)</b> at <a href="https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19">https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19</a></p>	<p>This has been implemented to try to reduce transmission of the virus.</p> <p>Please pay heed to not meeting in groups and stick to the government guidelines.</p>
<p>What if an individual I care for has symptoms of COVID-19?</p>	<p>Contact your line manager immediately to report this whilst keeping a safe distance.</p> <p>The risk of transmission should be minimised through the following safe working procedures.</p> <p><b>Personal protective equipment</b> Care workers should use personal protective equipment (PPE) for activities that bring them into close personal</p>	<p>We need to be continually assessing the people we support to determine whether they have any of the signs or symptoms listed and report this immediately to your line manager.</p>



	<p>contact, such as washing and bathing, personal hygiene and contact with bodily fluids. Aprons, gloves and fluid repellent surgical masks should be used in these situations. If there is a risk of splashing, then eye protection will minimise risk.</p> <p>New personal protective equipment must be used for each episode of care. It is essential that personal protective equipment is stored securely within disposable rubbish bags.</p> <p>These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being put in the usual household waste bin.</p> <p>It is very important that all staff who use PPE understand what PPE to use and how it should be used safely; the resource provided below will assist you in doing this.</p> <p>Please see table 2 and table 4 which is the recommended PPE for community and social care setting, you can view these by clicking the link below:</p> <p><a href="https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control">https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control</a></p> <p>For information and videos on how to safely put on and take off PPE to avoid cross contamination risks, please follow the link below which will take you to step by step instructions as how to do this safely:</p> <p><a href="https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures">https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures</a></p>	
<p>What if a supported person has no symptoms but is part of a household that is isolating?</p>	<p>If the individual being cared for and their worker can remain at a safe protected distance from the symptomatic member of the household, whilst wearing the appropriate PPE this will mitigate against the risk of infection.</p> <p>This would apply, for example, where the symptomatic family member can remain in their own room, is using separate bathroom facilities and is observing robust isolation procedures, staying 2 metres away from other family members.</p> <p>Where this is not possible – and this will vary on a case-by-case basis – the same procedures should be adopted as if the person being cared for did have symptoms of COVID-19 (see above). Care should continue to be taken to limit contact with any household member that has symptoms.</p> <p>See <a href="#">guidance for households with possible coronavirus (COVID-19) infection</a>.</p>	<p>Follow guidelines</p> <p>Select or Click on <a href="#">guidance for households with possible coronavirus (COVID-19) infection</a>. For further information</p>
<p>What if neither the</p>	<p>General interventions may include increased cleaning activity and keeping property properly ventilated by</p>	<p>Select or click on the words “<a href="#">hand hygiene</a>” for</p>



<p>individual nor the care worker have symptoms of COVID – 19?</p>	<p>opening windows whenever safe and appropriate.</p> <p>Care workers must always follow advice on <b>hand hygiene and local service specific PPE arrangements.</b></p>	<p>further information.</p>
<p>What areas should be cleaned?</p>	<ol style="list-style-type: none"> <li>1. All surfaces and objects which are visibly contaminated with body fluids</li> <li>2. All potentially contaminated high-contact areas such as toilets, taps, door handles, light switches, telephones, keyboards, desks, tables, TV remote controls etc</li> </ol> <p><b>In Service Cleaning</b> If care workers undertake cleaning duties, then they should use usual household products, such as detergents and bleach as these will be very effective at getting rid of the virus on surfaces. Frequently touched surfaces should be cleaned regularly.</p> <p>Personal waste (for example, used tissues, continence pads and other items soiled with bodily fluids) and disposable cleaning cloths can be stored securely within disposable rubbish bags.</p> <p>These bags should be placed into another bag, tied securely and kept separate from other waste within the person’s designated private space. This should be put aside for at least 72 hours before being put in the usual household waste bin for disposal as normal.</p> <p><b>Laundry</b> If care workers support the individual with laundry, then they should not shake dirty laundry before washing. This minimises the possibility of dispersing virus through the air. Wash items as appropriate, in accordance with the manufacturer’s instructions.</p> <p>Dirty laundry that has been in contact with an ill person can be washed with other people’s items. If the individual does not have a washing machine, wait a further 72 hours after the 7-day isolation period has ended; the laundry can then be taken to a public Laundromat.</p> <p>Items heavily soiled with body fluids, for example, vomit or diarrhoea, or items that cannot be washed, should be disposed of, with the owner’s consent.</p> <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.</p>	<p>Clean surfaces with disposable disinfectant cloths and sprays at least x 2 daily</p> <p>In areas where staff share keyboards, clean keyboards x 2 per day and use gloves to type</p> <p>Please note that where we support people in carrying out their shopping that we should be ensuring that they have adequate cleaning supplies in order that this can be undertaken effectively.</p>
<p>How do I dispose of Rubbish</p>	<p>All waste that has been in contact with the at risk individual, including used tissues, continence pads and other items soiled with bodily fluids, should be put in a plastic rubbish bag and tied.</p>	<p>Follow the guidance and please ensure that supported persons have enough bags in their homes.</p>



	<p>The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place, labelled with date and time and set aside for at least 72 hours before being put in the usual household waste bin.</p>	<p>Should you have any concerns regarding the availability of bags, contact your line manager.</p>
<p>What should I do following the Prime Minister and First Ministers addresses?</p>	<p>Advice from the Govt is changing rapidly. We have entered a 2<sup>nd</sup> phase of this pandemic.</p> <p>Employees are key workers delivering essential work, so you are permitted to attend work in order to fulfil your duties.</p> <p>In order to be able to do this without obstruction ensure you carry your Aspire ID with you at all times, along with the on call number and access to your rota. You may also wish as an additional measure to have a picture of your SSSC Registration Certificate to hand within your mobile. Should you have misplaced your ID card please contact Elaine Couplan on <a href="mailto:ecouplan@aspireinc.co.uk">ecouplan@aspireinc.co.uk</a> to request a new one.</p> <p>Should you face enquiry from an official, for example the police as to where you are travelling to you should be able to show them your ID and explain that you are a care worker. Should they require additional verification then they could be provided with the on call telephone number to phone and enquire.</p>	<p>Check government updates and briefings which are widely reported and follow guidelines.</p>
<p>What do I do if I have to stay at home to take care of my children when their school is shut down? And will I get paid?</p>	<p>The Scottish government have updated their published guidelines on 16<sup>th</sup> June 2020 an excerpt is detailed below. Should you wish to read the full guidelines please select or click on this link:</p> <p><a href="https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision">https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision</a></p> <p>Where your children's school is closed as an Aspire worker in Health &amp; Social care you can <u>contact your local authority</u>, who will seek to redirect you to a local school in your area that your child, or children, can attend.</p> <p>Should you have any questions or concerns please discuss those with your line manager.</p> <p>In addition to these guidelines Aspire would expect staff to work with their family and informal supports to minimise the impact of childcare issues. Please note there is no statutory payment available for taking time off to care for your children and so this new support will hopefully be of great assistance to you in these challenging circumstances.</p>	<p>We need to minimise the potential negative impact for supported individuals and also income to Aspire.</p> <p>Therefore, some decisions will be determined at the manager's discretion. Any such situations will be taken fairly and with all relevant information to ensure fairness for all staff at all times.</p> <p>Scottish government have implemented new supports for full info please follow the link: <a href="https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision">https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision</a></p>
<p>I am going on Holiday; will I be able to go?</p>	<p>Aspire employees should not travel out with Scotland unless there is an urgent medical reason or some other substantial essential reason to do so. Travel restrictions had increased markedly recently.</p> <p>You are responsible for checking quarantine rules at <a href="http://www.gov.scot">www.gov.scot</a> for the latest guidance. Travel abroad may</p>	<p>Internal holidays also to be assessed given recent clusters of infection resulting in local lockdowns across the UK.</p>



	<p>result in quarantine for a period of time upon return which will be unpaid.</p> <p>You will need to contact your travel agent for advice also re refunds/different destinations etc.</p> <p>Please also note that we will require your flexibility when it comes to holiday requests. Your line manager may ask you to take annual leave for a particular period of time, or to cancel leave if staffing numbers are very low, creating risk to supported individuals.</p> <p>It is important that annual leave is taken in a balanced way throughout the year to ensure you are well rested and to limit the liability of large annual leave balances accruing. Please co-operate with your line manager during any request for annual leave, whether initiated by the employee or manager.</p>	
<p>What to do if someone <u>with confirmed COVID-19</u> has recently been in the office, workplace or support setting?</p>	<p>Guidance 19/3/20 from public health England states 'it is not necessary to close the business or workplace or send any staff home if someone has become unwell whilst in the workplace'.</p> <p>This is quite different from before – because we are in a different stage of the transmission of the virus. If an individual receiving care and support has symptoms of COVID-19, then the risk of transmission should be minimised through safe working procedures.</p> <p>General interventions may include increased cleaning activity and keeping property properly ventilated by opening windows whenever safe and appropriate. Care workers should follow advice on <u>hand hygiene</u> and service specific PPE guidance.</p>	<p>Follow the updated guidance as stated</p>
<p>What do I do if staff sickness levels are high and we have difficulty in providing support?</p>	<p>Service Managers have completed a Red, Amber, Green risk rating assessment of each service/individual supported. These will be managed in the same way that we would for adverse weather conditions.</p> <p>Team members should be aware that should the need arise and in order that we continue to provide support to the most vulnerable people and ensure service continuity that you may be asked to deliver support in areas and for people that you do not normally work in / and with. This will be communicated with you and we ask that all employees co-operate with this reasonable request.</p> <p>Should you be aware of any employees who have worked with Aspire in the past and who may consider returning to Aspire for additional income and to provide additional support please contact <a href="mailto:recruitment@aspireinc.co.uk">recruitment@aspireinc.co.uk</a> who will progress this with the particular ex employee on an individual basis. Also should you be available to under take work in additional services across Aspire please contact your line manager as soon as possible.</p> <p>Staff fit to work but unable to provide direct support because of their own underlying health risk issues should liaise with the Aspire team on how they could remotely support our efforts in delivering continuity of care and</p>	<p>We are in regular contact with each local authority. Working with them to minimise risks.</p> <p>Conversely, we may be asked by the local authority to provide support to others for the same reasons.</p>





	support.	
What should I do if I am contacted by the media, or someone who I suspect is the media but is posing as a CI inspector or other official?	<p>If you have any doubts that who you are speaking to is not who they say they are then please ask for their full details for a call back and raise this with your manager.</p> <p>If the media ask you to make comment on the current situation, please politely decline to comment and notify your line manager.</p>	Be aware and escalate to manager.
What resources are available to me to support my wellbeing?	<p><b>Social Care Workers have been encouraged to make arrangements to receive the Flu vaccine. New walk-in or drive-through centres are being set up in many areas within local facilities, such as town halls and community hubs, along with outreach programmes for the sole purpose of delivering the free flu jab. The flu vaccination programme will run from early October through to February next year.</b></p> <p>Please download and utilise the Health Assured App which has lots of helpful information and programs for you to follow to assist in your physical, mental health and wellbeing. The details are as follows:</p> <p><a href="https://healthassuredeap.co.uk/home">https://healthassuredeap.co.uk/home</a>          Username: Aspire          Password: Housing</p> <p>Alternatively, if you feel you would benefit from talking with the team at health assured, whether for a whole range of advice, counselling or CBT then please contact them on telephone number 0800 030 5182.</p>	<p><b>More information on eligibility and how to make an appointment in your area is available at <a href="https://nhsinform.scot/flu">nhsinform.scot/flu</a> – or call 0800 22 44 88 where an NHS24 call handler will be able to direct you.</b></p> <p>Visit Health Assured for additional support.</p>
Do the current circumstances have any impact on my SSSC registration?	<p>To keep fully up to date, please visit SSSC website via the following link:</p> <p><a href="https://www.sssc.uk.com/covid-19">https://www.sssc.uk.com/covid-19</a></p>	To enable you to fulfil your SSSC Registration Requirements

Sources

- GOV.UK - Guidance for social or community care and residential settings on COVID-19. Published 19<sup>th</sup> March 2020, <https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>
- NHS Website at <https://www.scot.nhs.uk>
- NHS Inform at <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>
- ACAS at [www.acas.org.uk](http://www.acas.org.uk)
- Health Protection Scotland at <https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/>



- Full Guidance on Staying at Home and Away from People Published 23/03/20  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874742/Full\\_guidance\\_on\\_staying\\_at\\_home\\_and\\_away\\_from\\_others\\_1\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874742/Full_guidance_on_staying_at_home_and_away_from_others_1_.pdf)