

**Frequently Asked Questions and Guidance – Care Homes / Residential Care (COVID-19).**

| **Question** | **Guidance** | **Link** |
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| **What is the general guidance from the Government in respect of Care Homes?** | The UK Government has produced specific guidance in relation to Care Homes and COVID-19, it includes:   * Steps care home providers can take to maintain services * What to do if a member of staff is concerned they have COVID-19 * What to do if a Resident has symptoms of COVID-19 * General guidance on the wearing of PPE | [**Admission\_and\_Care\_of\_Residents\_during\_COVID-19\_Incident\_in\_a\_Care\_Home.pdf**](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878099/Admission_and_Care_of_Residents_during_COVID-19_Incident_in_a_Care_Home.pdf) |
| **What are the self-isolation rules for staff working in Care Homes?** | The general government guidance should be followed in relation to self-isolation:   * If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started. * If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well 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 house became ill. * For anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. | [**https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance**](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance) |
| **What are the restrictions in terms of Visitors to the Care Home?** | A letter was sent out on the 23rd March to all Registered Providers and Responsible Individuals from the Deputy Director of General Health and Social Services – Albert Heaney.  A copy of the letter is embedded > and must be read and understood, as it gives very specific guidance in regards to this matter. |  |
| **If I am off sick with COVID-19 symptoms or a confirmed case, will I get paid?** | The UK Government has provided a range of measures and advice in regards to financial worries at this time.  The links on the right hand side will take you to the relevant guidance, dependent on your circumstances. | [**Check if you can get statutory sick pay (SSP)**](https://www.gov.uk/statutory-sick-pay)   * [**Check if you're eligible for Universal Credit**](https://www.gov.uk/universal-credit) * [**Check if you're eligible for Employment and Support Allowance (ESA)**](https://www.gov.uk/employment-support-allowance) * [**Employers can apply for staff to get up to 80% pay if they can’t work**](https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees) * [**Get an isolation note to give to your employer**](https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/) * [**Your rights if your hours are cut or you’re laid off**](https://www.gov.uk/lay-offs-short-timeworking) |
| **What is the Government’s Guidance on the wearing of PPE?** | This guidance is issued jointly by the Department of Health and Social Care (DHSC), Public Health Wales (PHW), Public Health Agency (PHA) Northern Ireland, Health Protection Scotland (HPS), Public Health England and NHS England as official guidance.  Follow the link on the right-hand side as this guidance is likely to be updated regularly and it will take you to the most recent advice. | [**https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe**](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe) |
| **What is the practice on shielding and protecting vulnerable people who are in Care Homes?** | The general guidance from the UK Government should be followed, the guidance noted that the general shielding rules have to be followed by Care Homes and discussed with the individual and family members. | [**https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19**](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19) |
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