

# Frequently Asked Questions on Covid

Crossroads Care Hertfordshire North/ Crossroads Caring for Life.

*This guidance has been put together for advice to staff & volunteers during the pandemic. The advice will be amended and expanded as things change. Consider the term staff member to include trustee, volunteer, contractor etc.*

## 1. Is the vaccine safe?

- a. Read the latest guidance: [NHS & Covid Vaccine](#)

## 2. When will I get my vaccine?

- a. We have been allocated a vaccine centre at Lister Hospital we will have to attend there. It is not clear to us right now what the opening times are but we have heard it is Mon-Fri 9-5pm.
- b. You will be contacted directly by the NHS if you have consented to sharing information. If you have not please contact HR.
- c. We have been told the vaccines will be offered before Mid-Feb 2021.
- d. Please keep in mind regular clients & your colleagues when being offered a time slot. Check with coordinations please before booking & let us know what slot you are booked for so we can pay you & mileage & keep all services running.
- e. Our vaccines will be at Lister Hospital click this link to ensure you get free parking when you go. [Free Parking instructions at Lister](#)

## 3. If I am offered a vaccine by my GP should I take it?

- a. Yes.

#### **4. Do I have to test for Covid every week?**

- a. Yes. At time of writing the Covid case count continues to go up & these new strains are circulating widely in the community. If it is a working week for you please test weekly on the day, we have asked you to. If for some reason you cannot please let us know.
- b. We have a new stock of tests if you are running short.

#### **5. When can I return to work following a Covid positive test result?**

- a. If you test positive, your self-isolation period includes the day your symptoms started (or the day you had the test, if you do not have symptoms) and the next 10 full days.
- b. If you get symptoms while you're self-isolating, the 10 days restarts from the day after your symptoms started.
- c. We are all asked to self-isolate for 10 days. If you are feeling well enough to work, you can return to work 48 hours after your last temperature. As long as you have not used paracetamol or any other medication to reduce a fever temperature. So if that's the case you could return on day 11. [What is a "temperature"](#)
- d. If you are not well enough to return to work normal sick rules apply, you will have self-certified during your 10 days so you will need to obtain a sick certificate (plus it's a good idea to seek medical advice anyway). If you can't reach GP use 111.
- e. Do check on [Your Policy app](#) for the most up to date sickness rules and policies.

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate>

## **6. Are we working with Covid+ clients?**

Yes, we are because if our clients want a service it is important to their physical and mental wellbeing. Each case will be individually risk assessed for maximum safety.

## **7. What are the special procedures or PPE for working with Covid Positive clients?**

- a. Gov't guidance is very clear that there are no special procedures for working with Covid+ clients. The very good reason for this is that we should always assume everyone (including us) is Covid+.
- b. We will risk assess each client that we are aware of that is Covid+ to assess whether any changes to the support plan are necessary or helpful.
- c. The normal procedures apply but as a recap if you cannot physically distance when with a client:
  - i. Use Nitrile gloves
  - ii. Use Eye Protection Goggles (glasses are not sufficient).
  - iii. Use one of our authorised FFP2 face masks (they offer more protection than face coverings).
  - iv. Aprons & full body aprons, Shoe & hair coverings are available to you as are arm coverings. These are not "required" but can be used as discretion.
  - v. Washing hands (wrists & elbows), correct use of PPE, physically distancing where possible & good ventilation are our best security against cross-infection.
  - vi. Offering clients & household members company face masks is an additional safety measure. FFP2 masks (unlike face coverings) offer improved 2-way protection. We are not in a position to require

clients to wear them in their own homes but hopefully most will be willing to help improve safety for all. Try & keep faces turned away from each other where physical distancing is not possible.

## **8. Can I have a vaccine if I have had Covid?**

- a. Yes but it is recommended to wait 28 days from onset of symptoms.
- b. “There is no evidence of any safety concerns from vaccinating individuals with a past history of COVID-19 infection, or with detectable COVID-19 antibody so people who have had COVID-19 disease (whether confirmed or suspected) can still receive the COVID-19 vaccine.

You can have the vaccine **28 days** after you had a positive test for COVID-19 or **28 days** after your symptoms started, so you may need to wait.”

<https://www.ouh.nhs.uk/working-for-us/staff/covid-staff-faqs-vaccine.aspx>

## **9. Will we inform clients if staff that have visited them test positive for Covid?**

- a. Not in most cases. The guidance on this is clear that in order to reduce anxiety amongst clients we should not inform clients unless we have reason to believe there has been a breach of PPE.
- b. Additionally, we are required to seek the consent to inform from any staff member. If necessary, this request will come from HR.

## **10. Will we inform staff if clients/carers/household members have tested positive for Covid.**

- a. Yes, via Beeapp & PASS. However, there are many cases where clients have not officially informed us of a diagnosis so we must always conduct ourselves as if everyone around us in the workplace is Covid+.

**11. Should I wear a mask in the office or day centre?**

- a. Yes, if you are not sitting down & suitably physically distanced.
- b. Also important is temperature checking & hand washing as you enter.
- c. Intech House is a shared building & we cannot guarantee the procedures of others who use the building.

**12. Can I get help with additional covid-related work expenses?**

- a. Yes. Please let us know your circumstances.

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