

## These mandatory instructions must be used during the planning and delivery of Crisis/Emergency Response Covid-19 activities.


### Do's

- ✓ Only undertake prior agreed and essential activity!
- ✓ Establish the status (self-isolating, social distancing or shielding) of service users or those they live with before visiting a household or transporting people.
- ✓ Practice good hand hygiene.
- ✓ Maintain 2 metre social distancing at all times (including when opening BRC premises doors for service users or providing services). If this is not possible wear a fluid-resistant type IIR surgical mask.
- ✓ If making physical contact is necessary during an activity then gloves, apron and a fluid-resistant type IIR surgical mask must be worn.
- ✓ When visiting a household where an individual is shielding (regardless of whether or not they receive support) wear gloves, apron and a fluid-resistant type IIR surgical mask
- ✓ When AGPs are being, or have recently been, performed wear gloves, a coverall/gown and a suitable filtering face piece respirator.
- ✓ Follow recommendations from commissioning / contracting organisations when their guidance exceeds BRC instructions.
- ✓ Only use BRC vehicles when transporting equipment and people (personal vehicles can be used to transport medications and food items only – ensure high standards of hygiene are maintained).
- ✓ For the transportation of people either a vehicle with a temporary or permanent sealed bulkhead should be used or the driver must wear a fluid-resistant type IIR surgical mask if 2 metre social distancing cannot be maintained.
- ✓ Follow safe disposal guidance of PPE (see "Waste Disposal" below) and ensure you have sufficient waste disposal bags for the task.
- ✓ Ensure these instructions are made available to all BRC staff and volunteers.

### Don'ts

- ✗ Don't carry out the activity if you do not have the appropriate PPE/equipment.
- ✗ Don't undertake any activity that has not previously agreed or any non-essential activity.
- ✗ Don't make physical contact with people, equipment or belongings, unless essential.
- ✗ Don't enter a household premises unless essential.
- ✗ Don't forget to maintain 2 metre social distancing at all times (including when opening BRC premises doors for service users or providing services).
- ✗ Don't use personal vehicles for the transportation of people and equipment.
- ✗ Don't use BRC or personal vehicles for transporting food if the vehicle is unclean.
- ✗ Don't remove equipment from households where anyone is self-isolating until all members have completed their isolation periods.
- ✗ Don't transport people in a vehicle unless the vehicle has a sealed bulkhead (permanent or temporary) or you are wearing a fluid-resistant type IIR surgical mask.
- ✗ Don't transport people home from hospital who meet the self-isolation criteria.

## Potential equipment required for safe delivery of service

<ul style="list-style-type: none"> <li>Gloves</li> </ul>	<ul style="list-style-type: none"> <li>Filtering Face Piece Respirator (FFP2 / FFP3 / N95) </li> </ul>
<ul style="list-style-type: none"> <li>Disposable Plastic Apron</li> </ul>	<ul style="list-style-type: none"> <li>Eye / Face Protection</li> </ul>
<ul style="list-style-type: none"> <li>Disposable Fluid Repellent Coverall / Gown</li> </ul>	<ul style="list-style-type: none"> <li>Hand Sanitiser (&gt;60% alcohol)</li> </ul>
<ul style="list-style-type: none"> <li>Fluid Repellent (Type IIR) Surgical Masks</li> </ul>	<ul style="list-style-type: none"> <li>Universal Medical Wipes (eg. Clinell, PDI) for regular decontamination and cleaning of vehicle/equipment/environment high touchpoints</li> </ul>
<ul style="list-style-type: none"> <li>Ramsol Sanitiser Disinfectant Spray. Chlorine solution 1000ppm for vehicle cleaning (eg. Milton solution – may be used only if authorised by the fleet team).</li> </ul>	<ul style="list-style-type: none"> <li>Waste Disposal Bags</li> </ul>


## Activity list against PPE requirements

Service Grouping	Activity	Social Distancing (2 Metres)	Handwashing or sanitiser (>60% alcohol)	Gloves	Disposable Plastic Apron	Disposable Fluid Repellent Coverall / Gown	Fluid Repellent (Type IIR) Surgical Masks	Filtering Face Piece Respirator (FFP2 / FFP3 / N95)	Eye / Face Protection	Universal Medical Wipes
Doorstep	Door knocking during ER/CR Incident	✓	✓				✓ Sessional use (if no social distancing)			✓
	Delivery of Food Items To doorsteps	✓	✓				✓ Sessional use (if no social distancing)			✓

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	Delivery of medication / equipment to doorstep	✓	✓				✓Sessional use (if no social distancing)			✓
	Advising family / Welfare checks / Other advice	✓	✓				✓Sessional use (if no social distancing)			✓
	Response to routine emergency incidents	✓	✓	✓ (If physical contact required)	✓ (If physical contact required)		✓Sessional use (if no social distancing)			✓
	Response to routine emergency incidents (If entering a household where someone is shielding)	✓	✓	✓	✓		✓Sessional use			✓

Office	In office activities	✓	✓	✓ (If physical contact required)	✓ (If physical contact required)		✓Sessional use (if no social distancing)			✓
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Transport	Collecting SU from hospital/home		✓				✓Sessional use (if no social distancing)			✓
	Collecting belongings	✓	✓				✓Sessional use (if no social distancing)			
	Collecting medications	✓	✓				✓Sessional use (if no social distancing)			
	Checking wheelchair for fit (own/BRC)		✓	✓	✓		✓Sessional use			✓
	Transfer to/from wheelchair		✓	✓	✓		✓Sessional use			✓
	Transfer to/from vehicle		✓	✓	✓		✓Sessional use			✓
	Supporting SU to walk		✓	✓	✓		✓Sessional use			✓
	Vehicle cleaning	✓	✓	✓						✓
	Daily vehicle cleaning	✓	✓	✓	✓		✓			✓

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	Take SU to urgent medical appointments		✓	✓	✓		✓ Sessional use			✓
	Manual handling of equipment	✓	✓							
	Moving and assisting people		✓	✓	✓		✓ Sessional use			
	Aerosol Generating Procedures (see below)		✓	✓	✓			✓*	✓ (If risk of splash)	✓
Transport and Processing of Food Items 	Collecting food from suppliers	✓	✓	✓			✓ Sessional use (if no social distancing)			
	Dividing up food items	✓	✓	✓			✓ Sessional use (if no social distancing)			
	Loading delivery vehicles	✓	✓	✓			✓ Sessional use (if no social distancing)			
	Delivering food items	✓	✓	✓			✓ Sessional use (if no			

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	to other hubs for distribution						social distancing)			
	Cleaning of vehicles	✓	✓	✓						✓

Running a Rest Centre Non Covid-19 Patients	Setting up rest centre	✓	✓							
	Collecting belongings	✓	✓				✓ Sessional use (if no social distancing)			
	Checking wheelchair for fit (own/BRC)		✓	✓	✓		✓ Sessional use			✓
	Transfer to/from wheelchair		✓	✓	✓		✓ Sessional use			✓
	Distribution of blankets other items (must be single use)	✓	✓	✓ (If physical contact required)	✓ (If physical contact required)		✓ Sessional use (if no social distancing)			✓
	Vehicle/equipment cleaning	✓	✓	✓						✓
	Manual handling /	✓	✓							

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	placing equipment									
	Moving and assisting people		✓							
	Food and drink preparation	✓	✓							
	Return Home Risk Assessment	✓	✓				✓ Sessional use (if no social distancing)			✓
	Packing Up rest Centre	✓	✓	✓						✓

In home	Unpack and put shopping away (self-isolating or Covid-19  positive individuals)		✓	✓	✓		✓ Sessional Use	✓*	✓ Sessional Use (if risk of splash)	✓
	Unpack and put shopping away (social distancing individuals)	✓	✓				✓ Sessional use (if no social distancing)			

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	Response to routine emergency incidents (self-isolating or Covid-19 positive individuals)		✓	✓ (If physical contact required)	✓ (If physical contact required)		✓ Sessional use (if no social distancing)	✓ *	✓ Sessional Use (if risk of splash)	✓
	Response to routine emergency incidents (social distancing individuals)	✓	✓				✓ Sessional use (if no social distancing)			
Remote	Advising family / Emotional support / Welfare checks / Other advice	✓	✓							



## Single / Sessional Use

Single use refers to disposal of PPE or decontamination of reusable items after each activity. Dispose or decontaminate reusable items after each patient contact as per Standard Infection Control Precautions (SICPs).

A session refers to series of activities undertaken during a period of time in a specific setting (e.g. a shift spent transporting people without any direct care or multiple activities delivered in a single household). A session ends when the staff member or volunteer leaves the specific setting. PPE should be disposed of after each session or earlier if damaged, soiled, or uncomfortable.

## Aerosol Generating Procedures

\*Some service users will undergo **Aerosol Generating Procedures (AGPs)** in their homes or other care setting.

AGPs include (but are not limited to):

- Tracheotomy/tracheostomy procedures
- Manual ventilation
- Open suctioning
- Non-invasive ventilation (NIV) e.g. Bi-level Positive Airway Pressure (BiPAP) and Continuous Positive Airway Pressure ventilation (CPAP)
- High-flow Nasal Oxygen (HFNO)

If you must carry out a home visit, phone ahead and establish what times of the day the patient is performing or undergoing an AGP. Staff should ensure they visit at least 1 hour after the AGP has finished. This will provide adequate time for the aerosols to dissipate.

If visiting whilst the patient is performing or undergoing an AGP cannot be avoided support workers will need to wear FFP3 masks or identify a suitable practitioner who is both face fit tested and has access to FFP3 mask.

If you are in any doubt as to whether a procedure is an AGP please seek expert guidance.

## Waste Management

New personal protective equipment must be used for each episode of care. It is essential that used personal protective equipment is stored securely within disposable rubbish bags.

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 for disposal.

## Decontamination of vehicles and equipment

After each journey the seats and touchpoints (steering wheel, handles, seatbelts, keys etc) must be wiped with universal medical wipes. At the end of each shift all surfaces inside the vehicle must be thoroughly cleaned with Ramsol Sanitiser Disinfectant Spray (please see Ramsol specific guidance). When decontaminating soiled vehicles wash the soiled area with a detergent solution then allow to dry before applying Ramsol. Where Ramsol is not available then a chlorine solution of 1000ppm (e.g. Milton) may be used only if authorised by the fleet team.

Only equipment that does not pose a Covid-19 contamination risk should be cleaned using a wet steam cleaner. This does not apply to superheated (dry) steam cleaners used in CMAS as they do not generate an aerosol risk. Equipment must not be removed from households where anyone is self-isolating until all members of that household have completed their isolation periods. To remove equipment before this time would pose a contamination risk.

## Guidance for putting on, taking off and disposing of PPE

Public Health England quick guide showing the putting on of PPE for non-AGPs (use of fluid-resistant (type IIR) surgical mask)  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/875211/Putting\\_on\\_PPE\\_for\\_non-aerosol\\_generating\\_procedures\\_quick\\_guide.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875211/Putting_on_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf)

Public Health England instructional video showing the putting on of PPE for AGPs (use of FFP3/N95 mask)  
[https://youtu.be/kKz\\_vNGsNhc](https://youtu.be/kKz_vNGsNhc)

Public Health England instructional video showing the safe removal (taking off) and disposal of PPE  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/875212/Taking\\_off\\_PPE\\_for\\_non-aerosol\\_generating\\_procedures\\_quick\\_guide.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875212/Taking_off_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf)

Public Health England instructional video showing the safe removal (taking off) and disposal of PPE  
<https://youtu.be/oUo5O1JmLH0>

## Self-isolation Information

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

## Shielding

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

## Social Distancing Information

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

## Update Log

Version	Date	Change
4.1	09/04/2020	Update 'Decontamination of vehicles and equipment' section to include the use of dry heat steam cleaners (CMAS).
4.2	09/04/2020	Updated dos/don'ts to include instruction to have hospital confirm that the people we transport home do not meet self-isolation criteria.
5.0	20/04/2020	Updated potential equipment section and FFP3 column to include 'Filtering Face Piece Respirator (FFP2 / FFP3 / N95)'. Update title. Update 'do's / don'ts'. Changed 'clinell' to 'universal medical wipes' throughout. Update requirement for gloves/apron if physical contact throughout. Updated 'Running a rest centre' mask requirements. Added 'shielding' to 'Responding to a routine emergency' in 'Doorstep' section. Included reference to Ramsol in 'decontamination' section. Moved 'putting on and taking off PPE' info to final page. Updated waste section to specify 'used' PPE.