

These instructions should aid decision making when planning, and during the provision of volunteering for Covid-19 activities.


Do's

- ✓ Only undertake prior agreed and essential activity!
- ✓ Ask is this activity essential, liaise with co-ordinator / line manager.
- ✓ Determine shopping/medication/equipment and care requirements prior to attendance.
- ✓ Wear PPE where undertaking any activity that breaks 2m social distancing requirements.
- ✓ Follow recommendations from operations managers about ways to reduce face to face contact or handling potentially contaminated items.
- ✓ Follow recommendations from commissioning organisations when their guidance exceeds BRC instructions.
- ✓ Avoid cash handling where at all possible.
- ✓ Follow hand hygiene procedures in relation to hand washing.
- ✓ Only use BRC vehicles when transporting equipment (personal vehicles can be used to transport medications and food items only – ensure high standards of hygiene are maintained).
- ✓ Use vehicles with a permanent or temporary sealed bulkhead for the transportation of people if PPE is unavailable.
- ✓ Only use personal vehicles for the transportation of people until BRC vehicles are provided.
- ✓ 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.
- ✓ Ensure that you receive confirmation from the discharging hospital that any people we transport home do not meet self-isolation criteria.

Don'ts

- ✗ 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 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 carry out the activity if you do not have the appropriate PPE/equipment.
- ✗ 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 have the appropriate PPE.
- ✗ Don't transport people in personal vehicles once BRC vehicles have been made available.
- ✗ 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"> Gloves 	<ul style="list-style-type: none"> FFP3 / N95 Masks 
<ul style="list-style-type: none"> Disposable Plastic Apron 	<ul style="list-style-type: none"> Eye / Face Protection
<ul style="list-style-type: none"> Disposable Fluid Repellent Coverall / Gown 	<ul style="list-style-type: none"> Hand Sanitiser (>60% alcohol)
<ul style="list-style-type: none"> Fluid Repellent (Type IIR) Surgical Masks 	<ul style="list-style-type: none"> Clinell Wipes for regular decontamination and cleaning of vehicle/equipment/environment high touchpoints
<ul style="list-style-type: none"> Chlorine solution 1000ppm for vehicle cleaning (eg. Milton solution) 	<ul style="list-style-type: none"> Waste Disposal Bags

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	FFP3 / N95 Masks	Eye / Face Protection	Clinell Wipes
Doorstep	Delivery of food to doorstep	✓	✓				✓ Sessional use (if no social distancing)			✓
	Delivery of medication/equipment to doorstep	✓	✓				✓ Sessional use (if no social distancing)			✓
	Advising family / Emotional support /	✓	✓				✓ Sessional use (if no			✓

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	FFP3 / N95 Masks	Eye / Face Protection	Clinell Wipes
	Welfare checks / Other advice						social distancing)			
In home	Delivery of medication/equipment into home	✓	✓				✓ Sessional use (if no social distancing)			
	Unpack and put food items away	✓	✓				✓ Sessional use (if no social distancing)			
	Collecting belongings	✓	✓				✓ 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			✓
	Home risk assessment	✓	✓				✓ Sessional use (if no social distancing)			
	Advising relatives	✓	✓				✓ Sessional use (if no			

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							social distancing)			
	Preparing food	✓	✓				✓ Sessional use (if no social distancing)			
	Domestic tasks	✓	✓				✓ Sessional use (if no social distancing)			
	Manual handling of equipment	✓	✓							
	Moving and assisting people		✓	✓	✓		✓ Sessional use			✓
	Medication administration		✓	✓	✓		✓ Sessional use		✓ Sessional Use (if risk of splash)	✓
	Personal care		✓	✓	✓		✓ Sessional use		✓ Sessional Use (if risk of splash)	✓
	Aerosol Generating Procedures (see below)		✓	✓		✓		✓	✓ (If risk of splash)	✓

Logistics	Transportation of food / equipment between facilities	✓	✓				✓ Sessional use (if no			
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							social distancing)			

Transport	Driving SU from hospital/home/urgent medical appointments (BRC vehicle with sealed bulkhead)	✓	✓							
	Driving SU from hospital/home/urgent medical appointments (BRC vehicle without sealed bulkhead)	✓	✓				✓ 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			✓

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	FFP3 / N95 Masks	Eye / Face Protection	Clinell Wipes
	Vehicle cleaning (between service users)	✓	✓	✓	✓					✓
	Vehicle cleaning (end of shift)	✓	✓	✓	✓					✓
	Manual handling of equipment	✓	✓	✓			✓ Sessional use (if no social distancing)			
	Moving and assisting people		✓	✓	✓		✓ Sessional use			✓
	Aerosol Generating Procedures (see below)		✓	✓	✓			✓	✓	✓

Remote	Supporting the capacity of the national helpline	✓	✓							
	Providing advice and support to the isolated and the vulnerable via the national helpline	✓	✓							

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.

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

Public Health England instructional video showing the putting on of PPE for AGPs (use of FFP3/N95 mask)
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

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

Waste Management

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.

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 Clinell wipes. At the end of each shift all surfaces inside the vehicle must be thoroughly cleaned with a chlorine solution of 1000ppm (e.g. Milton) and left to dry.

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.

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.