

# Real Care Agency

*Real Care for Real People*

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Dear Staff Member,

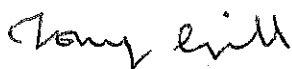
The Company participates in regular Private Home Care Providers Meetings with South Lanarkshire Council. An important issue that has been raised is the South Lanarkshire Health and Social Care Partnership has received reports of some private home care staff – no individual or Company mentioned - incorrectly donning PPE prior to entering the homes of service users. To ensure good infection control practices, the following must be adopted by all staff:

PPE must be put on in a safe area either inside the premise, such as a porch or a separate room, if there is no available area then the mask can be put on in the doorway prior to entering that service user(s) home, and gloves and apron when in the home. **PPE MUST NOT BE PUT ON WHILE IN A VEHICLE OR IN THE STREET AS THIS CREATES AN INCREASED RISK OF INFECTION.**

PPE must be removed before leaving the home or care setting and must not be worn out with the homes or to the next visit. If caring for more than one individual in the same house then a mask eye protection only, can be considered sessional use until completion of the tasks/care.

The Company provides Health Protection Scotland Handouts (Putting on and removing Personal Protective Equipment (PPE)). Copies of this are available to staff from the Company office and is readily available for all staff. This letter serves as a reminder and thanking you in advance for your compliance with this important aspect of infection control practice.

Yours sincerely



Mr Tony Gill  
Managing Director



## **Staff Information – Test & Protect App**

The Protect Scotland app from NHS Scotland's Test and Protect is a free mobile phone app, designed to help us reduce the spread of Coronavirus. The app will alert you if you have been in close contact with another app user who tests positive for Coronavirus

As we see the rate of infections rise, it is advised that we all download and use the Protect Scotland app to help stop the spread of Coronavirus.

### **How to access the App**

The app is available on iOS (Apple) and Android devices. It will operate on iPhone 6s and above or Android phones running 6.0 or higher. It can be downloaded from the App store or Google Play.

- Once you have installed and set up Protect Scotland, it will run in the background of your device. You can use your phone and other apps as normal.
- Using Bluetooth, the app will exchange anonymous, encrypted, random codes with other mobile phones with the Protect Scotland app installed. You do not need to have a WiFi connection and the app uses a very small amount of your mobile phone data, but you do need to keep Bluetooth switched on.
- When the app finds another user, it will record the contact, the distance between your phones and the length of time your phone was near theirs. This is all done anonymously.
- If you test positive for Coronavirus, you can choose to input the Test Code, provided by the contact tracer, into the app. This will automatically notify other app users that you have been in close contact with (within 2 metres for at least 15 minutes).
- When another app user tests positive, and has inputted a Test Code, the app will notify you and any others if it determines you may be at risk.
- You may or may not still be contacted by contact tracer. This depends on whether you have been identified to be at risk through traditional contact tracing methods.



### **Further Information**

<https://protect.scot/how-it-works>

## **Appendix 1 - Putting on and removing Personal Protective Equipment (PPE)**

### **Putting on PPE**

Before putting on PPE:

- Check what the required PPE is for the task/visit (see PPE section)
- Select the correct size of PPE
- Perform hand hygiene

PPE should be put on before entering the room.

- The order for putting on is apron, surgical mask, eye protection (where required) and gloves.
- When putting on mask, position the upper straps on the crown of head and the lower strap at the nape of the neck. Mould the metal strap over the bridge of the nose using both hands.

The order given above is a practical one; the order for putting on is less critical than the order of removal given below.

When wearing PPE:

- Keep hands away from face and PPE being worn.
- Change gloves when torn or heavily contaminated.
- Limit surfaces touched in the care environment.
- Always clean hands after removing gloves

### **Removal of PPE**

PPE should be removed in an order that minimises the potential for cross-contamination.

Gloves

- Grasp the outside of the glove with the opposite gloved hand; peel off.
- Hold the removed glove in gloved hand.
- Slide the fingers of the un-gloved hand under the remaining glove at the wrist.
- Peel the glove off and discard appropriately.

Gown

- Unfasten or break ties.
- Pull gown away from the neck and shoulders, touching the inside of the gown only.
- Turn the gown inside out, fold or roll into a bundle and discard.

### Eye Protection

- To remove, handle by headband or earpieces and discard appropriately.

### Fluid Resistant Surgical facemask

- Remove after leaving care area.
- Untie or break bottom ties, followed by top ties or elastic and remove by handling the ties only (as front of mask may be contaminated) and discard as clinical waste.
- For face masks with elastic, stretch both the elastic ear loops wide to remove and lean forward slightly. Discard as clinical waste.

To minimise cross-contamination, the order outlined above should be applied even if not all items of PPE have been used.

Perform hand hygiene immediately after removing all PPE.



18<sup>th</sup> September

Dear Colleagues,

**COVID-19: INTERIM GUIDANCE ON THE EXTENDED USE OF FACE MASKS AND FACE COVERINGS IN HOSPITALS, PRIMARY CARE, WIDER COMMUNITY CARE AND ADULT CARE HOMES**

Against the backdrop of rising COVID-19 cases in the community, I am writing to make you aware of an update to the Interim Guidance on the Extended Use of Face Masks. This document has been developed following the publication of Infection Prevention and Control (IPC) Guidance for the remobilisation of services within health and care settings.

This guidance has been extended to cover primary care (GP practices, dentists, opticians and pharmacies) and wider community care (including adult social or community care and adult residential settings, care home settings and domiciliary care) in addition to acute hospitals (including mental health, maternity, neonatal and paediatrics) and community hospitals.

It outlines that staff engaged in direct care should wear a face mask (Fluid Resistant (Type IIR) Surgical Mask) throughout their shift which includes when they are in contact with their work colleagues. It also outlines advice about the wearing of face coverings or masks by any individuals who visit the places listed above, including children aged 5 and over.

This guidance was developed in consultation with a wide range of stakeholders and has been reviewed by the National ARHA Service NSS. The Scottish Government will continue to keep the guidance under review and as such will continue to label this guidance 'interim'. This is particularly relevant in the context of remobilising services within health and care settings and



as further scientific evidence emerges. The Interim Guidance is consistent with other relevant guidance (including national guidance on public use of face coverings).

## Key Updates

### Staff

- It is now recommended that staff providing **direct care** to individuals in the following settings should wear a Fluid Resistant (Type IIR) Surgical Mask at all times throughout their shift. This includes acute hospitals (including mental health, maternity, neonatal and paediatrics), community hospitals, primary care (GP practices, dentists, opticians and pharmacies) and wider community care (including adult social or community care and adult residential settings, care home settings and domiciliary care).
- Non-clinical staff members should also wear a Fluid Resistant (Type IIR) Surgical Mask if they need to enter an area where direct care is undertaken. In hospitals, this might include porters, or other staff members who access an office through a ward or direct care area.
- In areas of health or social care where direct care is not being undertaken, but where physical distancing isn't always possible and all other controls are not possible, face masks/coverings should be worn by all staff.

### Individuals receiving care

- All individuals should wear a face mask/covering (if tolerated) when attending hospitals and primary care settings. Staff working in hospitals and primary care should ensure that anyone who is not required to wear a face covering is not forced to do so and is not refused treatment – this includes women in labour and children aged under 5.
- All individuals in the medium and high-risk pathways should wear a Fluid Resistant (Type IIR) Surgical Mask if this can be tolerated and does not compromise care.
- Individuals receiving care are not required to wear a face mask/covering in their own home. However, they may choose to and this should be respected.

### Visitors

- Any individual visiting or attending an acute hospital (including mental health, maternity, neonatal and paediatrics), community hospital, primary care premises (GP practices, dentists, opticians and pharmacies) or an adult care home should wear a face mask/covering.

Further detail on these key updates can be found in the guidance and in the associated Frequently Asked Questions (FAQs) document. The FAQs document will be updated to provide further clarity, as required.

## Timescales

This guidance comes into effect on Monday 21 September and responsible parties are asked to implement it by 30 September.

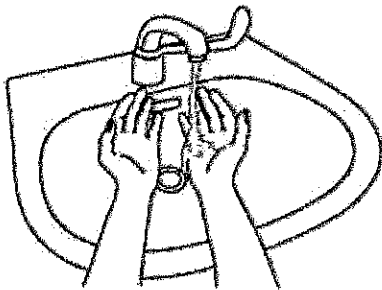


**PROFESSOR FIONA MCQUEEN**  
Chief Nursing Officer

## Appendix 2 - Best Practice How to Hand Wash

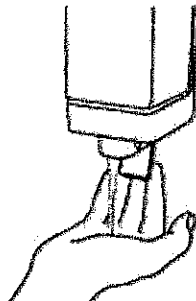
Steps 3-8 should take at least 15 seconds.

1



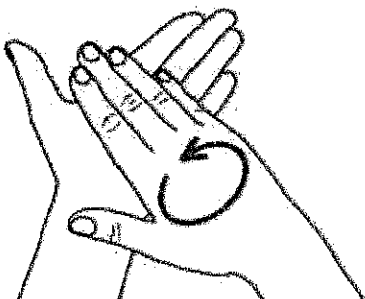
Wet hands with water.

2



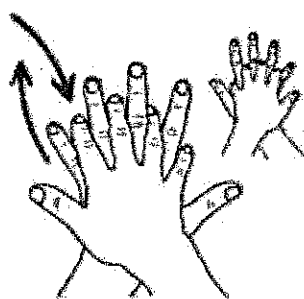
Apply enough soap to cover all hand surfaces.

3



Rub hands palm to palm.

4



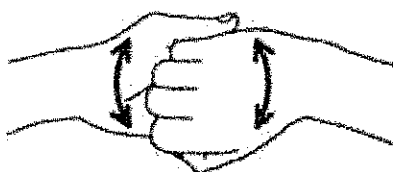
Right palm over the back of the other hand with interlaced fingers and vice versa.

5



Palm to palm with fingers interlaced.

6



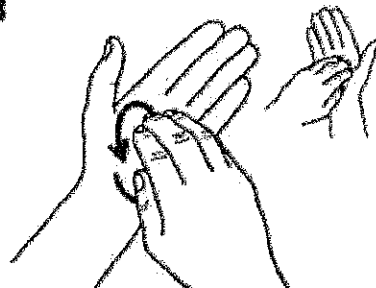
Backs of fingers to opposing palms with fingers interlocked.

7



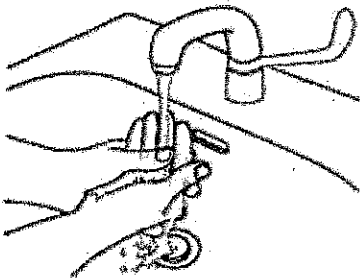
Rotational rubbing of left thumb clasped in right palm and vice versa.

8



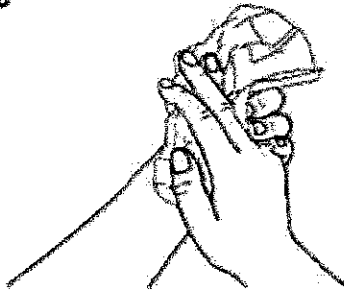
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.

9



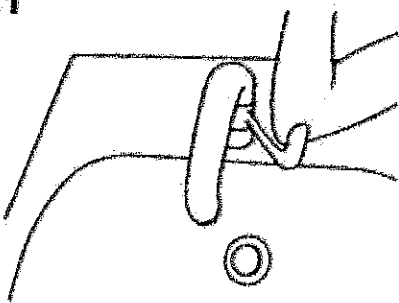
Rinse hands with water.

10



Dry thoroughly with towel.

11

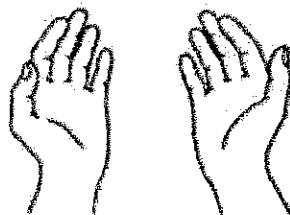


Use elbow to turn off tap.

12



Steps 3-8 should take at least 15 seconds.














...and your hands are safe\*.



# Recognising Coronavirus (COVID-19) Symptoms



Symptoms	Covid-19 Symptoms range from mild to severe	Flu Rapid onset of symptoms	Cold Gradual onset of symptoms
 <b>Fever (37.8C or above)</b>	Common	Common	Rare
 <b>Fatigue</b>	Sometimes	Common	Sometimes
 <b>Cough</b>	Common (usually dry)	Common (usually dry)	Mild
 <b>Sneezing</b>	No	No	Common
 <b>Aches and pains</b>	Sometimes	Common	Common
 <b>Runny or stuffy nose</b>	Rare	Sometimes	Common
 <b>Sore throat</b>	Sometimes	Sometimes	Common
 <b>Diarrhea</b>	Rare	Sometimes (for children)	No
 <b>Headaches</b>	Sometimes	Common	Rare
 <b>Shortness of breath</b>	Sometimes	No	No
 <b>Loss of taste or smell</b>	Common	No	Sometimes