

Frequently Asked Questions Regarding COVID-19 (Coronavirus)

What is Coronavirus?

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 to 14 days. This means that a person may have coronavirus but exhibit no symptoms for up to 14 days.

What are the signs and symptoms of coronavirus?

The main symptoms of coronavirus are a cough, difficulty breathing, and/or a fever.

If you have any of these symptoms, please contact NHS 111 to seek advice on what to do.

I'm feeling unwell. Should I come to work / visit the care home?

[For Visitors] Please do not come to the care home if you are feeling unwell, or if you are worried about your symptoms or those of a family member or colleague.

First contact NHS 111 and follow their advice. Please also seek the permission of the Home Manager before attending the home.

[For Staff] Please contact the Home Manager in the first instance before attending the home. They will advise on what you should do first.

In most cases, if you are unwell and concerned you may have coronavirus – or come in to contact with someone who is at risk of coronavirus – you should contact NHS 111 for further guidance.

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How can we stop the spread of coronavirus?

The coronavirus, like the flu, can be prevented by following the general principles of good hygiene. This includes:

- *Washing your hands often using soap and water, or alcohol sanitiser.*
- *Covering a cough or sneeze with a tissue, then throwing the tissue in a bin. Catch it; Bin it; Kill it.*
- *Colleagues and visitors should wash their hands:*
 - *When leaving home*
 - *On arrival at the care home*
 - *Before physical contact with any individual*
 - *After physical contact with any individual*
 - *After using the toilet*
 - *Before food preparation*
 - *Before eating any food*
 - *When leaving the care home*
 - *When arriving home*
- *Frequent cleaning and disinfecting of touched objects and surfaces.*

Is St Philips Care prepared for a coronavirus outbreak?

Yes, St Philips Care is well prepared to mitigate the risk of coronavirus and to react to an outbreak should one occur in the UK. At the time of writing we have no concerns about any of our homes and there have been no cases of coronavirus involving Residents or Colleagues.

We are confident that we have taken all reasonable steps to prevent coronavirus affecting our homes, and that effective continuity plans are in place should an outbreak occur.

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What plans does St Philips Care have in place?

St Philips Care has comprehensive plans in place to prevent the spread of infection at our homes, and to handle and minimise any outbreak that may occur. This applies to all illnesses, not just coronavirus.

All Colleagues have been reminded of the infection control protocols that we have in place, and additional literature for Colleagues and visitors on good hygiene practices is being displayed in the communal areas of all our homes.

We have formed a dedicated project team comprising senior leaders from across the organisation who are responsible for reviewing and maintaining our preparation for coronavirus.

We are confident that we have taken all reasonable steps to prevent coronavirus affecting our homes, and that effective continuity plans are in place should an outbreak occur.

Are you working with the Government / relevant authorities?

St Philips Head of Care is carefully monitoring and reacting to and sharing the latest information about coronavirus that is published by the UK Government and the Devolved Assemblies, the NHS and Public Health bodies.

As is normal, we continue to be in close contact with these bodies, and our local commissioning partners, on this issue and many others.

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