

## Covid-19 FAQ

### **What extra precautions is Seven Star Care taking?**

At Seven Star Care, we want to ensure that all our employees and customers remain as safe as possible during the ongoing COVID-19 outbreak and to do so, we are introducing some company-wide policies & procedures. These will be updated regularly as we monitor the effect of this outbreak.

### **Will Seven Star Care still provide care for me or a loved one if I'm/they're self-isolating or have coronavirus?**

If you are a Seven Star Care customer and suspect that you have coronavirus, you must contact us as soon as you have been diagnosed with it. Please rest assured that we will not stop your care and will work with you to keep your care in place as much as we can. We will assess each situation on a case-by-case basis but ultimately, we will aim to keep a continuation of care for any customer self-isolating or with a confirmed case of coronavirus.

If your loved one does not need hospital treatment, we will of course continue to look after them in their own home. They will be much safer there than in a nursing home or hospital since it will be much easier to limit the risk of cross infection.

### **What if my carer(s) has coronavirus?**

We are following all the latest NHS and Government advice, including asking anyone who has a consistent temperature of over 38°C or a constant cough to self-isolate for seven days, and paying them Statutory Sick Pay (SSP) during that period. Carers who are self-isolating or have coronavirus will be replaced by another carer on a temporary basis.

This is the same procedure that would be followed if a carer was unwell, which is:

Carer notifies their manager that they are unwell and unable to go into work.

They will be told not to return to work until they are better.

If they have been advised to self-isolate, they will be off work for seven days.

If you have a live-in carer, your care manager will arrange for another live-in carer to replace your regular carer as soon as possible.

### **I'm considering arranging care with Seven Star Care – do I need to worry about coronavirus?**

Seven Star Care are following advice from the Government, NHS and Care Quality Commission (CQC), and have put extra precautions in place to protect both our customers and carers for this period of COVID-19 outbreak (as detailed above). It's still business as usual, and there are no differences to the high-quality care we provide or arranging packages of care for new customers.

If the advice from the NHS changes, we will update our position as necessary.

### **Should I consider moving or moving my loved one to a care home?**

We believe that it is much easier to limit infection risk if someone stays in their own home, rather than moving to an environment where many other high-risk people are in close proximity to each other. There are actually some benefits to receiving home care, such as having the consistency of the same carers, one-to-one care and being in your familiar home environment.