

Jewish Care Coronavirus FAQs

9 March 2020

This Frequently Asked Questions document has been created to ensure that all those who use our resources have up to date information about the steps we are taking to help prevent the spread of coronavirus at Jewish Care.

The safety and wellbeing of those in our care are our priority, and Jewish Care will continue to do all we can to keep our clients, families, staff and volunteers safe.

Jewish Care has taken a number of steps to help prevent the spread of coronavirus across our resources including when to introduce self-isolation measures, use of additional hand sanitiser pumps, use of specialised cleaning products, and reviewing the location of some of our events. We will continue to be led by advice issued by Public Health England and the UK Foreign Office.

Jewish Care is regularly reviewing the situation, and our Directorate team are now convening every 48 hours to review the situation, along with our measures and plans and will endeavour to update all stakeholders if anything changes.

What is coronavirus or COVID-19?

Novel coronavirus or COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. As it is a new virus, the lack of immunity in the population (and the absence as yet of an effective vaccine) means that this coronavirus has the potential to spread extensively.

Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

What are the symptoms?

The most common symptoms of this coronavirus are fever, tiredness, and dry cough.

Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.

What should I do if I think I have or have come in to contact with someone who has/may have symptoms of coronavirus?

If you, or you think someone you know is affected by coronavirus, please [call the NHS 111 phone service](#) for further advice. You should not go to the GP, or A&E. [You may be told to self-isolate](#). Public Health England advises people to take "common-sense" steps to avoid close contact with others.

What steps have Jewish Care taken to stop the spread of coronavirus?

We have already taken a number of steps including asking that anyone coming into a Jewish Care resource self-isolates for 14 days if they have been to or come in to contact with anyone who has recently returned from a listed coronavirus zone or is experiencing any symptoms of the virus.

We have also advised that anyone who comes into our resources regularly washes their hands and uses the hand sanitiser upon entry to the building.

Our cleaning teams are being thorough and using all the recommended cleaning products to prevent the spread of the virus.

Our care staff have undergone additional specialist infection control training, so that they are prepared in the event of an outbreak.

In order to protect the health and wellbeing of our care homes residents, who, due to their age and other conditions may be most at risk, we have taken the following action in order to keep coronavirus out of the care homes.

- We are limiting visits to our care homes to small groups of relatives, essential staff and volunteers.
- We are asking all people who are feeling unwell not to visit our care homes.
- We ask that if you, or someone you have had contact with, has recently returned from one of the affected countries, please do not visit any Jewish Care resource (even if you are not displaying coronavirus symptoms) for at least 14 days. These countries are currently listed as mainland China, Hong Kong, Macao, Cambodia, Iran, Italy, Japan, Laos, Malaysia, Myanmar, Singapore, South Korea, Taiwan, Thailand and Vietnam. The list is subject to updates, which you can find by visiting: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>
- We have cancelled, postponed or relocated any large or non-critical gatherings in our care homes or our campuses with care homes on them (this includes the Maurice and Vivienne Wohl Campus and The Betty and Asher Loftus Centre).
- We are limiting the number of visitors to any resident to no more than 5 people at any one time.
- We are strongly suggesting that people avoid bringing young children to our care homes and other resources.

Please note, currently, all of our independent living sites and community services will continue as normal, however we will continue to review this on a regular basis.

We have introduced an enhanced sign in policy for all visitors, staff and volunteers for people to confirm the following, before entering any of our resources:

1. Have you been asked to self-isolate?

2. Have you been in direct contact with someone with coronavirus symptoms?
3. Have you or anyone you have recently been in contact with or recently visited any of the countries listed?
4. Are you feeling unwell?

If the answer to any one of these questions is “Yes”, it is unlikely that we will allow you to enter the resource for at least 14 days.

Currently, all of our other community services will continue as normal, however we will continue to review this on a regular basis.

We are fully prepared if there should be an outbreak or spread of the virus in one of our resources and are confident that we are doing all we can to try to prevent this from happening.

What can I do to help stop the spread of coronavirus?

The NHS advises that you wash your hands more often than usual, for 20 seconds and whenever you: get home or into work, blow your nose, sneeze or cough, eat or handle food. It's important to use soap and water or a hand sanitiser. You should also avoid shaking hands with people where possible.

Which countries are part of the list of places I need to self-quarantine on return from or have been in contact with anyone returning from and is showing symptoms of coronavirus?

The list of countries that the UK Foreign Office advises against travel to due to coronavirus currently include: Mainland China, Hong Kong, Macao, Cambodia, Iran, Italy, Japan, Laos, Malaysia, Myanmar, Singapore, South Korea, Taiwan, Thailand and Vietnam.

The list is subject to updates, which you can find by visiting:
<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

What happens if someone with coronavirus comes into a Jewish Care resource?

If someone with coronavirus comes into a Jewish Care resource, Public Health England will be contacted who will then follow an established procedure, which will include a risk assessment and a deep-clean of the building. Regular visitors will be restricted during that time, and we will immediately update all affected clients and relatives with next steps as soon as we know the extent of the situation.

Do staff know what to do if they notice that someone has contracted coronavirus?

Staff in our care homes have undergone specialist infection control training, which means that they are well placed to deal with any possible outbreak of coronavirus. All Jewish Care staff have also received guidance on what to do if they notice that someone has possible symptoms of the virus.

Are you planning to cancel events?

In order to protect the health and wellbeing of our care homes residents, who, due to their age and other conditions may be most at risk, we have taken the following action in order to keep coronavirus out of the care homes.

- We are limiting visits to our care homes to small groups of relatives, essential staff and volunteers.
- We are asking all people who are feeling unwell not to visit our care homes.
- We ask that if you, or someone you have had contact with, has recently returned from one of the affected countries, please do not visit any Jewish Care resource (even if you are not displaying coronavirus symptoms) for at least 14 days. These countries are currently listed as mainland China, Hong Kong, Macao, Cambodia, Iran, Italy, Japan, Laos, Malaysia, Myanmar, Singapore, South Korea, Taiwan, Thailand and Vietnam. The list is subject to updates, which you can find by visiting: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>
- We have cancelled, postponed or relocated any large or non-critical gatherings in our care homes or our campuses with care homes on them (this includes the Maurice and Vivienne Wohl Campus and The Betty and Asher Loftus Centre).
- We are limiting the number of visitors to any resident to no more than 5 people at any one time.
- We are strongly suggesting that people avoid bringing young children to our care homes and other resources.

At the moment, we anticipate all other Jewish Care events and services in resources outside of care homes to continue as normal, however we will continue to regularly review this decision and continue to be led by Public Health England guidance.

If you had planned to hold an event in one of our care homes with a number of external visitors in attendance, please speak to the Registered Manager of the care home for further guidance.

Is everything going to continue as usual and is it all safe?

The safety and wellbeing of those in our care are our priority, and Jewish Care will continue to do all we can to keep our clients, families, staff and volunteers safe. We are doing all we can to ensure the regular running of all of our services, whilst keeping everyone as safe as possible from the virus. If any of our services come under review, we will contact you as soon as possible with any changes that may affect you. At the moment, we are currently reviewing some events that are due to be held in our care homes and looking into alternative arrangements.

How often is Jewish Care reviewing the situation?

Jewish Care will continue to be led by advice given by Public Health England, the UK government, the World Health Organisation and other public health bodies. We are currently readying ourselves with contingency plans for various scenarios that may happen as a result of coronavirus nationally or in one of our resources.

Jewish Care is continuously reviewing the situation and the Directorate team are convening every 48 hours to review the situation, along with our measures and plans to ensure that all questions can be answered as far as possible, and everyone is clear on what we will need to do in a range of different situations. If anything changes that affects you directly, we will contact you.

Does Jewish Care have enough food, medicine and cleaning products in the event of any national shortages?

Jewish Care are confident that we have, and will continue to have enough food, medicine, and cleaning supplies to meet the needs of our resources, even in the event of a national shortage. The government are clear that they do not anticipate the need to panic buy or stock any more additional items than usually necessary.

Are all our resources going to have a deep clean?

Our resources are undergoing deeper cleaning measures with more focus on areas with higher numbers of people congregating and in regular use, such as kitchens, communal spaces and entry points to buildings, including handrails, door handles and lifts.

We are confident that our cleaning staff are using the necessary specified products to keep our resources as clean as possible. Jewish Care have provided additional hand sanitisers on entrances to all resources and have provided staff with additional wipes to help maintain the cleanliness of their own workspaces on a regular basis. A deep clean of the resources will only be necessary if we know of or suspect that someone with coronavirus has entered the building. In this instance, we would contact Public Health England, who would carry out an assessment and deep cleaning of all necessary areas.

If the situation get worse, will all Jewish Care resources remain open and services continue to run?

Our homes, independent living schemes, social work team and meals on wheels service will remain open as our residents rely on us, so it is our priority to keep them open, safe, and running as effectively as possible. We are currently looking at how we might prioritise what we do in our care homes, and there may well be a need to look at prioritising the running of other services if we experience a shortage of staff. These decisions will be continuously under review and the potential for the need to run reduced services only occurring in the event of severe staff shortages in the possible height of coronavirus being classed as a global pandemic situation.