



Department
of Health &
Social Care



Public Health
England

COVID-19: guidance for supported living



easy
read

Easy Read version of:
COVID-19: guidance for
supported living:
[www.gov.uk/covid-19-
guidance-for-supported-
living](https://www.gov.uk/covid-19-guidance-for-supported-living)

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Introduction



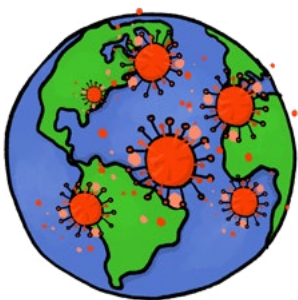
The Government has written guidance for **Supported Living settings**.

A **Supported Living setting** is a place where you live and get care and support to be independent.



This Easy Read is for people who are supported to live in their homes. It explains:

- how care and support workers can stay safe from **Coronavirus**, and
- how they can keep the people they support safe from Coronavirus.



Coronavirus is a new illness that can affect your lungs and breathing. It is spreading around the world.



Local councils and organisations that provide care and support services, must help to keep people safe from Coronavirus.

What services should do



It is important that people keep getting their regular support.

This support should help them to stay safe.



If a lot of people who support you are off sick with Coronavirus at the same time, it may be difficult for you to get your support from the same care or support worker.



The people who support you should write plans so they know what to do if lots of people are off sick at the same time.



The plans should include:

- an up-to-date list of everyone who is supported to live in their own home



- information about what care and support each person needs from different professionals, like nurses and social workers



- information about how each person likes to communicate



- other services that are involved with each person



- information about people who arrange their own support using **direct payments**.

Direct payments are where the council gives you money to pay for your own support.



Staff who work in more than 1 home

It is best if staff don't work in more than 1 supported living home. This will help to stop the spread of Coronavirus.



People who are likely to be seriously ill if they catch Coronavirus should stay at home, and keep away from other people.

People who are more likely to be seriously ill



Some people are more likely to be seriously ill if they catch Coronavirus.



Older people are more likely to be seriously ill than younger people.



Men are more likely to be seriously ill than women.



People from black, Asian and minority ethnic (BAME) backgrounds are more likely to be seriously ill.



People with certain health conditions are more likely to be seriously ill.

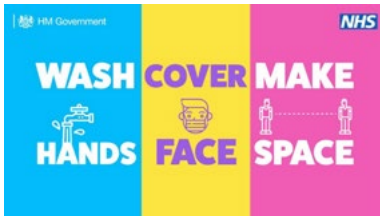


Women who are pregnant should be careful if they catch Coronavirus.

Keeping safe from Coronavirus



Everyone should do these things to help stay safe from Coronavirus.



Hands, Face, Space

Remember Hands, Face, Space.

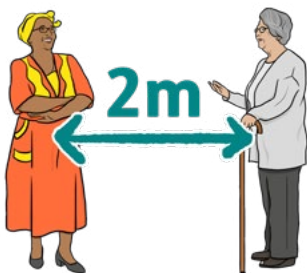


This means:

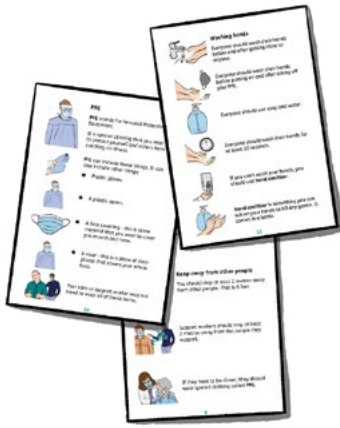
- washing your hands



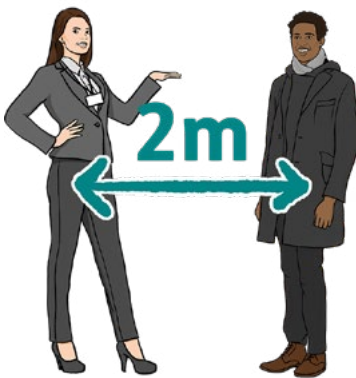
- covering your face



- making space between you and others.



There is more information about how to do this on the next 3 pages.



Keep away from other people

You should stay at least 2 metres away from other people. That is 6 feet.



Support workers should stay at least 2 metres away from the people they support.



If they have to be closer, they should wear special clothing called **PPE**.



PPE

PPE stands for Personal Protective Equipment.

It is special clothing that you wear to protect yourself and others from catching an illness.



PPE includes these and other things:

- Plastic gloves.



- A plastic apron.



- A face covering - this is some material that you wear to cover your mouth and nose.



- A visor - this is a piece of clear plastic that covers your whole face.

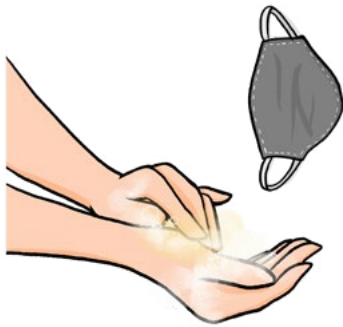


Your care or support worker may not need to wear all of these items.



Washing hands

Everyone should wash their hands before and after getting close to anyone.



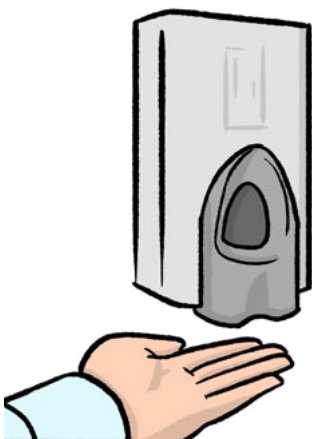
Everyone should wash their hands before putting on and after taking off their PPE.



Everyone should use soap and water.



Everyone should wash their hands for at least 20 seconds.



If you can't wash your hands, you should use **hand sanitiser**.

Hand sanitiser is something you can rub on your hands to kill any germs.



Tissues

Use a tissue if you sneeze or cough.



Put the tissue in the bin.



Then wash your hands or use hand sanitiser.

Support bubble



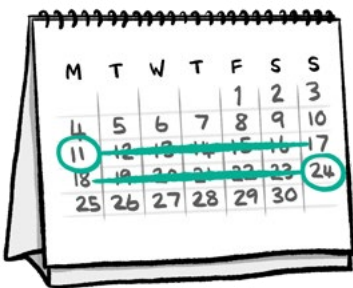
If you live on your own, you can meet up indoors with 1 other household. This is called a support bubble.



You can get close to people who are in your support bubble.



You should not change who is in your support bubble.



If 1 person in your support bubble catches Coronavirus, everyone should stay indoors for 14 days after the last time you saw them.



During those 14 days, you should not see your support bubble.

Visitors



At the moment, everyone in England must stay in indoors away from other people, except for certain reasons.

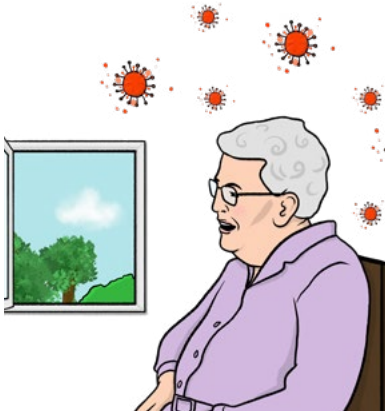


You are only allowed to have visitors if:

- they are in your support bubble
- all of you are well and not feeling ill at all
- you have not been close to anybody with Coronavirus.

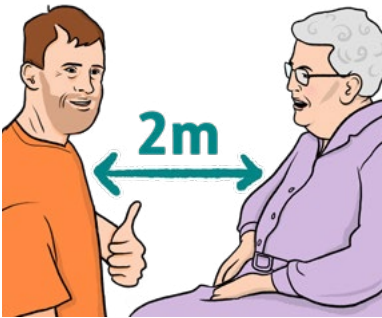


During this time you are allowed to meet 1 other person who is not in your support bubble, outdoors.



When visitors are allowed again

When the rules change and you can have visitors, you have to be careful because they might spread Coronavirus.



You should keep 2 metres away from your visitors as much as you can.



You should meet visitors in the garden if you can, rather than indoors.



People who shouldn't visit you

No-one with Coronavirus should visit you. No-one who thinks they might have Coronavirus should visit you.



No-one who has been close to anyone with Coronavirus should visit you.



Instead of visiting, you could speak on the telephone, or use a video call.



Meeting inside

If you have to meet inside, your visitor should:

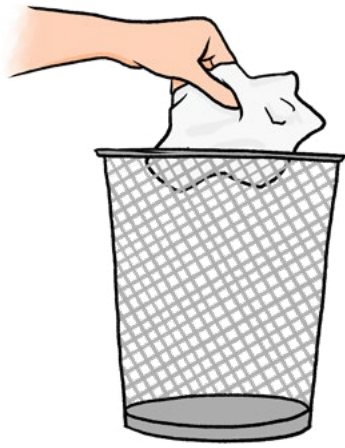
- wash their hands before and after coming into your room



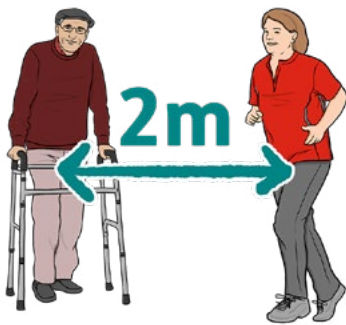
- wear a face covering or a visor



- use a tissue if they sneeze or cough



- put the tissue in a bin and wash their hands



- keep 2 metres apart from people.



Shared living

If you share your home with other people, your visitors should keep away from the other people and support staff.



If they need to talk to the staff, they should do this over the phone.

If a support worker has Coronavirus



If your support worker starts to get sick at home, they should stay at home and tell their manager straight away.



If they start to get sick at work, they should tell their manager and go home straight away.



They should get tested for Coronavirus as soon as possible.



If they don't start to get better in 7 days, they should contact NHS 111.

Test and Trace



Test and Trace is an NHS service. The workers at Test and Trace are called contact tracers. They contact everyone who gets Coronavirus.



The contact tracers ask people who have Coronavirus for information about people they have been close to recently.



They then contact each of these people and tell them to stay at home and get a Coronavirus test.



This is to help stop Coronavirus from spreading.



If a care or support worker is contacted

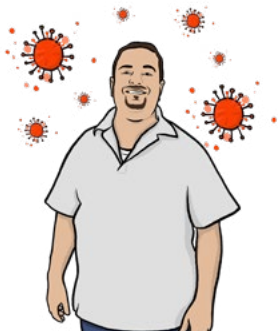
If the Test and Trace service contacts a care or support worker, they should get a test straight away.



The Test and Trace service will tell their manager.



If the test says that they don't have Coronavirus, they can go back to work.



If they feel fine

The test may say they have Coronavirus, but they feel fine.



If so, they should stay inside and away from everyone for 10 days. They can go back to work on day 11 if they feel well.



The people who live in their house with them should stay inside and away from other people for 14 days.

If someone living in a supported home gets Coronavirus



It may be hard for some people to communicate that they are feeling unwell.



They might have Coronavirus if they:

- have a high temperature



- have a cough



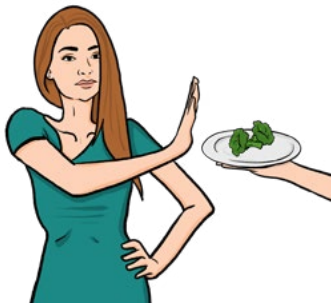
- can't taste or smell things so well



- are out of breath



- are a bit confused



- are off food



- don't want to drink so much



- feel sick



- have diarrhoea.



If you are living in a supported home and have signs of Coronavirus

You should get a Coronavirus test.

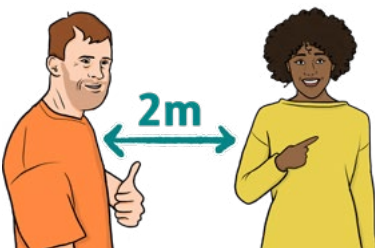
You can find information on how to get a test on page 28 of this leaflet.



You should stay in your room and keep away from the shared areas.



Someone should clean the bathroom and any shared areas after each time you use them.



Your support staff should stay more than 2 metres away from you.



If they can't stay 2 metres away from you, they should wear PPE.



People who have just come out of hospital

People who have just come out of hospital may have Coronavirus.



They will have had a test in hospital.



They should stay in their room, away from other people for 14 days.



They should do this even if their test is negative.



They should keep away from shared areas for 14 days.

An outbreak



If more than 1 person in a supported living home catches Coronavirus, it is called an outbreak.



You or your care and support worker should tell the Health Protection Team.

Your local doctor's surgery will tell you how to do this.



They will give you advice.



People with Coronavirus and signs of Coronavirus should stay in their own rooms. They should not use the shared areas.



The bathrooms should be cleaned after people have used them.

Cleaning



You may do your own cleaning, or someone may do the cleaning for you.



It is important to clean surfaces, rails and door handles. Anywhere that you might touch should be kept very clean.



If you have Coronavirus or signs of Coronavirus, you should put all your tissues and other waste in a bag and tie it.



Then put it in a bin lined with a plastic bin liner.

Then put that bag into another plastic bag when it is 3 quarters full.



Keep it aside in a safe place for at least 3 days before you put it in the bin to be taken away.

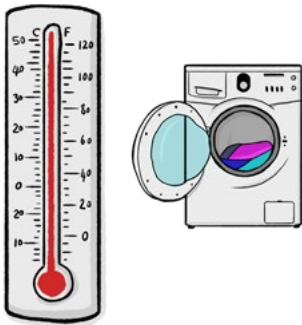
Laundry



Laundry is washing your clothes, sheets and towels.



You may do your own laundry, or someone may do it for you.



Wash your laundry at the highest temperature that you can.



Do not shake dirty laundry – you may be spreading the germs.



Clean your washing baskets.

Getting a test



Anyone who has signs of Coronavirus can get a test.



You can get a test by going to www.111.nhs.uk



or:

www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus

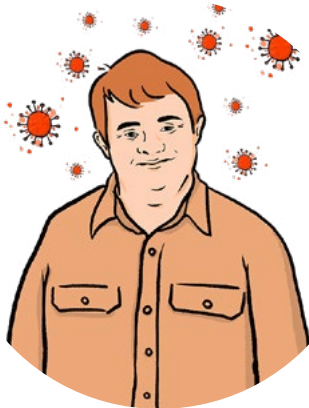


Waiting for the result

You should get the result of the test very quickly. You should tell your care or support worker straight away.



You should stay inside and away from other people until you have the result of your test.



If the result is positive, it means you have Coronavirus.

You must follow the instructions starting on page 21 in this leaflet.

For more information



If you need more information, please go to:



www.gov.uk/covid-19-guidance-for-supported-living