

## **FAQ on COVID-19 for Social or Community Care and Residential Settings**

### **A resident, member of the public or staff member has been exposed to coronavirus.**

The Government has published [guidance](#) on what to do if you are worried that a resident, member of the public or staff member has been exposed to coronavirus. This includes when:

- Exposure was through travel to an affected country or area
- A member of staff becomes unwell and believe they have been exposed to COVID-19
- A confirmed case of COVID-19 has recently attended the residential setting, workplace, or office
- Someone in the office, workplace or residential setting has had contact with a confirmed case of COVID-19

### **A resident, member of the public or staff member has returned from travelling or a holiday.**

The Government has published [guidance](#) on what to do if you are worried that a resident, member of the public or staff member has returned from travelling or a holiday. This includes when:

- They have returned from travel to an affected country/area
- They have returned from travel anywhere else in the world in the last 14 days

### **What steps need to be taken when a resident, member of staff or member of the public with suspected COVID-19 has attended the residential setting, workplace, or office?**

The Government has published [guidance](#) on what to do if you are worried that a resident, member of the public or staff member with suspected COVID-19 has attended the residential setting, workplace, or office. This includes:

- How to prevent the spread of infection
- How to clean the office, workplace or residential setting when there are confirmed cases of COVID-19
- Whether closure of the office, workplace or residential setting or other actions are needed if staff, members of the public or residents are undergoing COVID-19 testing
- What to do with rubbish in the office, workplace or residential setting if someone becomes unwell with suspected COVID-19

### **Should care home staff wear face masks to stop the spread of coronavirus?**

During normal day-to-day activities facemasks do not provide protection from respiratory viruses, such as COVID-19 and do not need to be worn by staff in any of these settings. Facemasks are only recommended to be worn by infected individuals when advised by a healthcare worker, to reduce the risk of transmitting the infection to other people. It remains unlikely that people receiving care in a care home or the community will become infected.

Further guidance for care homes is available [here](#).

### **I have a query about Coronavirus relating to social or community care and residential settings but have not been able to answer my question using the guidance above.**

If your query cannot easily be answered using national guidance please email your enquiry to:

- [Mehret.Kidane@Camden.gov.uk](mailto:Mehret.Kidane@Camden.gov.uk) – Adult social care (ASC) service lead
- [QualityAssurance2@camden.gov.uk](mailto:QualityAssurance2@camden.gov.uk) – ASC commissioning lead for an adults setting
- [Debbie.Adams@camden.gov.uk](mailto:Debbie.Adams@camden.gov.uk) for a children's setting.

### **I have had a media enquiry about coronavirus related to a social or community care or residential setting.**

If you are an external provider (not part of the Council) please contact your organisations communications contact. Please also notify the Council communications team

[Pressoffice@camden.gov.uk](mailto:Pressoffice@camden.gov.uk).

If you are an internal provider (part of the Council) and have any media, press or communications enquiries about Coronavirus, please email the Council for guidance [Pressoffice@camden.gov.uk](mailto:Pressoffice@camden.gov.uk).

**Do I need to inform the council about a coronavirus situation at the social or community care or residential setting?**

You do not need to inform the council if a resident, member of the public or staff member of the social or community care or residential setting has been asked to self-isolate in relation to COVID-19. If a resident, member of the public or staff member of the social or community care or residential setting has confirmed COVID-19, the council will already have been informed by Public Health England and will be working closely with the social or community care or residential setting in question.

But please do contact the council if:

If you have any media, press or communications enquiries about Coronavirus and are an external provider (not part of the council) please contact your organisations communications contact. Please also notify the council communications team [Pressoffice@camden.gov.uk](mailto:Pressoffice@camden.gov.uk).

If you are an internal provider (part of the council) and have any media, press or communications enquiries about Coronavirus, please email the Council for guidance [Pressoffice@camden.gov.uk](mailto:Pressoffice@camden.gov.uk).

- If your enquiry cannot easily be answered using national guidance. In this case, please email your enquiry to:
  - [Mehret.Kidane@Camden.gov.uk](mailto:Mehret.Kidane@Camden.gov.uk) – Adult social care (ASC) service lead
  - [QualityAssurance2@camden.gov.uk](mailto:QualityAssurance2@camden.gov.uk) – ASC commissioning lead for an adults setting
  - [Debbie.Adams@camden.gov.uk](mailto:Debbie.Adams@camden.gov.uk) for a children's setting.