**COVID-19 FAQS**

**Where can I find the latest government advice around Covid-19?**

We would suggest that you follow the links below for the government websites including NHS and Public Health England:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

**I employ workers and I am not sure what mine or my worker’s rights are?**

You may find some helpful advice on the ACAS website:

<https://www.acas.org.uk/coronavirus>

Alternatively you can email the SIL team at [suffolk@silmail.org](mailto:suffolk@silmail.org), however we would ask that you read the ACAS guidance where possible before contacting us.

**I am worried about my care and support breaking down – who can I contact if I need support?**

If your care is funded by Suffolk County Council, you can contact Customer First on 0808 800 4005.

If you care is funded by the NHS, we would suggest you contact your Continuing Health Care Practitioner or the CCG that provides the support. You should have the contact details for these, if not we can provide you with a duty number.

**What should I be doing now?**

Keep yourself updated with all the latest advice.

There are many things you can do now in order to prepare yourselves. We would urge you to speak to the people who are currently providing you with support. Agree what your plans would be in any given event, e.g. you decide to self-isolate, you get ill, they get ill etc.

Involve people in your lives in these conversations, for example, your friends and family. What support can they offer you? Sadly, there is not a bank of staff just waiting to be deployed, so we need to look at the resources we have available.

This is an unprecedented event and we all need to be creative in our planning. If you usually have support to go shopping - can your support shop for you? If you have support to attend activities and social support - can your support provide companionship via the telephone? There are many ways we can keep in contact with each other; such as, telephone, Skype and WhatsApp video calling. Can you arrange your support via one of these methods?

Care workers are considered frontline staff so should continue to work whilst following the guidance from NHS and Public Health England. As an employer, you have a duty to ensure the safety of your staff, this will include ensuring they have personal protective equipment, such as handwashing equipment and may even include masks and aprons, if advised. If you are experiencing difficulties in obtaining PPE, we would suggest you contact your funding body who may have made contingency plans about getting these out to people like you.

This may be something that you look to your own community for. There are several groups set up on social media that support the most vulnerable to make sure they have what they need at this time.

We have asked carers, PAs and support workers to contact us if they have some additional time to offer support to another employer. If your PA has some additional time, they can contact us, and we will add them to our database. If you need additional support at this time, please contact us and we may be aware of someone in your area that you can contact and speak to, to check their suitability. We cannot guarantee the suitability of any candidate, but we can advise you around this.

**Useful contact numbers:**

Suffolk County Council Customer First: 0808 800 4005

Fish Insurance: 0333 331 37700

Premier Care Insurance: 01476 514478

HMRC Cornavirus Helpline: 0800 0159 559