

Ambient Support Limited & Amber Housing

Protocol for Contractors Attending Ambient Support & Amber Housing Services During the Covid-19 Pandemic

Ambient Support is a registered provider of Health and Social Care. Some of the people in our care are very vulnerable to infection. We ask for your support in this very challenging time, by following this protocol.

All contractors must make an appointment with Managers or Administrators of the sites to be visited before attending. A clear outline of work due to be carried out is required to enable staff to manage any risk to residents & staff.

Contractors who attend without an appointment may be turned away due to the appropriate preparations failing to be in place by the site or the contractor attending.

When contractors arrive at site please report to reception. You may be advised in advance that you should wear a face mask which the contractor should provide.

The following measures will be in place:

- You will be asked a series of questions to confirm you do not have symptoms of Coronavirus and that you should not currently be self-isolating.
- You must complete our contractor signing in book using your own pen.
- Your temperature will be taken and you will be allowed to enter where the reading does not give cause for concern
- Each site has made a communal WC available for handwashing which is required on entry and exit. This is equipped with soap and hand sanitiser etc. This is the WC that is closest to reception. No other WC or handwashing facility is to be used by contractors
- Contractors must provide their own PPE appropriate for the work being completed; this may include face masks. PPE must be worn as requested; failure to agree to this will result in the contractor being asked to leave the premises.
- Contractors should be also be fully aware of the safe donning, doffing and disposal of PPE. Our sites all have clinical waste bins for the safe disposal of used PPE; staff will be happy to advise of their location.
- You must follow any infection control measures as advised to you by staff at the time of your visit.
- Social distancing must be maintained.
- Staff will advise if additional precautions are required to protect a resident where work is being undertaken in an area where an individual is being shielded.

These protocols may vary from site to site and/or will be updated in line with any updated guidance from Public Health England and/or the Government. All protocols in place at the time of attendance should be followed in full.

Contractors are responsible for conducting their own site-specific risk assessment upon arrival and to also follow their own company's guidance in conjunction with our protocols.

At all times, you must follow the sector guidance for social distancing in the workplace during coronavirus (COVID-19):

Advice for employers on social distancing during coronavirus (COVID-19). Published 7 April 2020.

Tradespeople and working in people's homes

You are a tradesperson carrying out essential repairs and maintenance in people's homes. You can continue work, providing that you are well and have no symptoms. No work should be carried out by a tradesperson who has coronavirus symptoms, however mild.

You must have an appointment to visit so that all clients are notified in advance of your arrival.

On entry to the home you should wash your hands using soap and water for 20 seconds. You should wash your hands regularly, particularly after blowing your nose, sneezing or coughing, and when leaving the property. Where facilities to wash hands are not available, hand sanitizer must be used, and you must carry this with you at all times.

You should maintain a safe distance (at least 2 metres) from any household occupants at all times and ensure good ventilation in the area where you are working, including opening the window.

No work should be carried out in any household which is isolating or where an individual is being shielded, unless your work is to remedy a direct risk to the safety of the household, such as emergency plumbing or repair.

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