



## Corona Virus Frequently Asked Questions - PPE for paid Personal Assistants and unpaid family carers

Please note that guidance on COVID-19 may change over the coming days, weeks and months. Links to the most recent guidance can always be found on the Council's website at: [www.buckinghamshire.gov.uk/coronavirus](http://www.buckinghamshire.gov.uk/coronavirus)

The Integrated Commissioning Service will continue to issue updates to PA's and Carer's and this Frequently Asked Questions document will be updated and re-circulated to reflect any changes in guidance. For ease of reference any changes will be highlighted.

Question	Response
<p>1) What PPE should paid personal assistants wear?</p>	<p>The government has issued guidance on the PPE that should be worn within social care settings:  <a href="https://www.buckinghamshire.gov.uk/coronavirus/social-care-providers-hub/infection-prevention-control-testing/personal-and-protective-equipment/">https://www.buckinghamshire.gov.uk/coronavirus/social-care-providers-hub/infection-prevention-control-testing/personal-and-protective-equipment/</a></p> <p>If you are a paid PA who delivers care to people in other households to your own then you should follow the guidance for domiciliary care settings.</p> <p>If you only deliver care to someone within your own household then you should follow the guidance for family carers:  <a href="https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family">https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family</a></p>
<p>2) What PPE should unpaid family carers wear?</p>	<p>The government has issued guidance on COVID-19 and unpaid family carers. Please refer to this document for information on PPE:  <a href="https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family">https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family</a></p> <p>The Government has also issued guidance for people who are shielding. This outlines the precautions that individual who are clinically vulnerable should take, including when they choose to leave the home. These precautions are focused around maintaining social distancing and good hand hygiene rather than wearing PPE:  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p>

3) I need to order PPE for the PA I employ / I am a self-employed PA and need to order my own PPE. My usual order has been delayed, what should I do?

We would recommend that you continue to try and obtain PPE through your usual supply routes. However, if there is significant delay or the supplier is unable to fulfil the order at all, then you may wish to consider trying an alternative supplier see list below: (please note that this is not a recommendation of these suppliers).

Supplier	Contact	Phone Number	Email	Stocked PPE
Contego	Stephen Lewis	01273 837055	<a href="mailto:stephen.lewis@contego-safety.co.uk">stephen.lewis@contego-safety.co.uk</a>	Hand gel, wipes, gloves, masks, aprons
Lyreco	Julie Weaver	07766 472598	<a href="mailto:julie.weaver@lyreco.com">julie.weaver@lyreco.com</a>	Hand gel, wipes, gloves, masks
Lapwing	Ross Griffiths	01386 551090	<a href="mailto:ross.griffiths@lapwinguk.com">ross.griffiths@lapwinguk.com</a>	Hand gel, wipes, gloves, masks, aprons
Direct Corporate	Naomi Dudd	01215431333	<a href="mailto:naomi.dudd@directcorporate.co.uk">naomi.dudd@directcorporate.co.uk</a>	Hand gel
Digital ID	Darren Hines	0161 475 5631	<a href="mailto:DHines@digitalid.co.uk">DHines@digitalid.co.uk</a>	Masks
Herts Full Stop	James Conway	01707 292357	<a href="mailto:James.Conway@hertsfullstop.co.uk">James.Conway@hertsfullstop.co.uk</a>	Hand gel, wipes, gloves, masks, aprons
CCS Mc Lays	Mark Greedy		<a href="mailto:mgreedy@ccsmclays.co.uk">mgreedy@ccsmclays.co.uk</a>	Gloves

If it's only a short delay of a week or less then you would be able to access the emergency stock. See below request form and details of collection points (PPE can be picked up or delivered if required).



Request for  
Emergency PPE Colle

Calibre Quality Care - 5 Edison Business Centre, 52 Edison Rd, Aylesbury, HP19 8TE (email: [louise@calibrequalitycare.org.uk](mailto:louise@calibrequalitycare.org.uk))

Monday, Wednesday and Friday 09-30 - 12:30 (If emergency they will arrange ad hoc times for collection also)

PA Hub Care Support – 25 High Street, Chesham, HP5 1EP (email: [info@hubcaresupport.co.uk](mailto:info@hubcaresupport.co.uk))

Monday and Thursday 10.00 a.m. to 2p.m

<p>4) I employ a PA but I am worried that the funding I usually receive for PPE is not enough. What should I do?</p>	<p>Clients employing a PA receive an admin grant of £260 per annum which can be used to purchase the PPE required to deliver personal care. If you need additional PPE over and above this because of COVID-19, then please contact the Personalisation Team:</p> <p>Email: <a href="mailto:chascdp@buckinghamshire.gov.uk">chascdp@buckinghamshire.gov.uk</a> Tel no: 01296 382527.</p> <p>We will discuss with you whether we can issue a one off additional direct payment to cover these costs.</p> <p>You will need to be able to provide proof of costs that are <b>over and above</b> your usual PPE requirements.</p>
<p>5) I am a self-employed PA and I am having to spend more money on PPE at the moment. Can I claim for these costs?</p>	<p>If you are a self-employed PA you can make a monthly claim for any PPE you are purchasing that is over and above your usual PPE requirements for delivering personal care.</p> <p>Please complete the attached form and submit to the Personalisation team <a href="mailto:chassdp@buckinghamshire.gov.uk">chassdp@buckinghamshire.gov.uk</a>.</p> <p>Please submit monthly, by the 10th of the month, and payment will be made no later than two weeks from submission.</p> <p>If returns are submitted after the 10th they will be paid the following month.: This form can also be found through the following link:  <a href="https://www.buckinghamshire.gov.uk/coronavirus/social-care-providers-hub/contractual-arrangements-and-cqc">https://www.buckinghamshire.gov.uk/coronavirus/social-care-providers-hub/contractual-arrangements-and-cqc</a></p> <div data-bbox="519 890 593 965" data-label="Image"> </div> <p>Blank COVID claim form.xlsx</p> <p>You will need to be able to provide proof of costs that are over and above your usual PPE requirements.</p> <p>If you are unable to access this claim form please contact the Personalisation Team on 01296 382527 and we will post a form to you.</p>
<p>6) My child is a young carer. As I am shielding, I am worried about my child going back to school. Should</p>	<p>Children are <b>not</b> advised to wear PPE whilst at school. However if any child becomes ill and starts to show COVID 19 symptoms, then the child will be isolated and staff will wear PPE, whilst arrangements are made for the child to be sent home.</p> <p>Young carers who live with a vulnerable relative who is shielding, are advised not return to school as it is difficult for</p>

they wear PPE?

carers to maintain social distancing in the home and reduce risk of transmission in community settings. This section of the government guidance provides specific advice on this issues. Your child's school will be able to support them to ensure they can access remote/ online learning.

If you have any concerns with regards to accessing remote learning please contact your child's school or contact Carers Bucks.  
**Carers Bucks** Tel: 0300 777 2722 (calls charged at local rate) Email: [mail@carersbucks.org](mailto:mail@carersbucks.org)  
 For additional support please refer to the Carers UK Website: <https://www.carersuk.org/>

7) I am unable to access cost effective PPE? Can you help

Below is a list of PPE suppliers who are happy to be contacted for advice re costs and delivery times (please note that this is not a recommendation of these suppliers).

Supplier	Contact	Phone Number	Email	Stocked PPE
Contego	Stephen Lewis	01273 837055	<a href="mailto:stephen.lewis@contegosafety.co.uk">stephen.lewis@contegosafety.co.uk</a>	Hand gel, wipes, gloves, masks, aprons
Lyreco	Julie Weaver	07766 472598	<a href="mailto:julie.weaver@lyreco.com">julie.weaver@lyreco.com</a>	Hand gel, wipes, gloves, masks
Lapwing	Ross Griffiths	01386 551090	<a href="mailto:ross.griffiths@lapwinguk.com">ross.griffiths@lapwinguk.com</a>	Hand gel, wipes, gloves, masks, aprons
Direct Corporate	Naomi Dudd	01215431333	<a href="mailto:naomi.dudd@directcorporate.co.uk">naomi.dudd@directcorporate.co.uk</a>	Hand gel
Digital ID	Darren Hines	0161 475 5631	<a href="mailto:DHines@digitalid.co.uk">DHines@digitalid.co.uk</a>	Masks
Herts Full Stop	James Conway	01707 292357	<a href="mailto:James.Conway@hertsfullstop.co.uk">James.Conway@hertsfullstop.co.uk</a>	Hand gel, wipes, gloves, masks, aprons
CCS McLays	Mark Greedy		<a href="mailto:mgreedy@ccsmclays.co.uk">mgreedy@ccsmclays.co.uk</a>	Gloves

8) We usually pay for our PPE through the Rowan Organisation however there is a

We would recommend that you continue to try and obtain PPE through your usual supply routes. However, if there is significant delay or the supplier is unable to fulfil the order at all, then you may wish to consider trying an alternative supplier. You can either pay the supplier directly, and send receipt/proof of purchase to Rowan Organisation for a reimbursement, or you can ask the supplier to invoice the Rowan Organisation directly.

<p>delay on our order how do we order some in the short term?</p>	<p><b>The Rowan Organisation</b> Tel: 024 7632 2860. E-mail: <a href="mailto:info@therowan.org">info@therowan.org</a></p> <p>Normal supplies of PPE should be covered by the DP (administration fee) if however you need additional PPE over and above this because of COVID-19 , then please contact the Personalisation Team: Email: <a href="mailto:chascdp@buckinghamshire.gov.uk">chascdp@buckinghamshire.gov.uk</a> Tel no: 01296 382527</p> <p>We will discuss with you whether we can issue a one off additional direct payment to cover these costs. You will need to be able to provide proof of costs that are over and above your usual PPE requirements.</p>
<p>9) Both myself and my family members need to access public transport. Will you provide PPE for me to do this safely?</p>	<p>From 15 June 2020, it is the law that you <a href="#">must wear a face covering when travelling in England</a> on a:</p> <ul style="list-style-type: none"> <li>• bus or coach</li> <li>• train or tram</li> <li>• ferry or hovercraft or other vessel</li> <li>• aircraft</li> <li>• cable car</li> </ul> <p>If you do not wear a face covering you will be breaking the law and could be fined £100 ( or £50 if you pay the fine within 14 days).</p> <p>A face covering is a covering of any type which covers your nose and mouth and can be made at home (including a scarf, bandana or snood). Surgical masks or respirators used by healthcare and other workers as part of personal protective equipment (PPE) are <b>not</b> required. We would not therefore anticipate that individuals will <b>not</b> need to purchase face masks or other forms of PPE in order to use public transport. Therefore you will not require a direct payment to cover additional PPE for this purpose.</p> <p>Some people <a href="#">don't have to wear a face covering</a> including for health, age or equality reasons. Some transport staff may not wear a face covering if it is not required for their job.</p> <p>You should also wear a face covering in other enclosed spaces where it is difficult to maintain social distancing. For example, at stations, interchanges, ports and airports and in taxis and private hire vehicles. A taxi driver or private</p>

	<p>hire vehicle operator may be entitled to refuse to accept you if you do not wear a face covering. The rule applies in situations where individuals from different households could be travelling together on a service such as a charter boat, but not if you are giving a lift to someone from another household in your private car.</p> <p>Face coverings are not a substitute for maintaining social distancing and good hand hygiene.</p>
<p>10) I have cancelled my carers due to concerns over Covid 19 and now require PPE for my family members to support with my personal care?</p>	<p>If this applies to you then please speak to your social worker. We will discuss whether it would be appropriate to provide a one off direct payment for 3 months. This would provide you with additional funds to purchase PPE until the usual care arrangements can be resumed.</p> <p>Please note that family members who live with the cared for person are only required to wear PPE, such as aprons or gloves, that would normally require to undertake personal care tasks. No additional PPE for COVID-19 is required in this situation unless you receive specific medical advice to do so.</p>
<p>11) What PPE should be used and when?</p>	<p>For full advice regarding the appropriate type of PPE to use, and how to dispose of it correctly, please see the link below:  <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888998/Domiciliary_guidance_01_06_2020.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888998/Domiciliary_guidance_01_06_2020.pdf</a></p> <p>For how to put on and take off PPE please see the links :below:</p> <p><a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/882069/Putting_on_PPE_home_carer.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/882069/Putting_on_PPE_home_carer.pdf</a></p> <p><a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/882070/Taking_off_PPE_home_carer.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/882070/Taking_off_PPE_home_carer.pdf</a></p>

If you need to any support to access any of the documents or guidance please contact the Personalisation Team who will be happy to help you.  
 Email: [chascdp@buckinghamshire.gov.uk](mailto:chascdp@buckinghamshire.gov.uk). Tel no: 01296 382527.