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Guidance

# Working with people in supported living

Updated 17 May 2021

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Care and support workers, social workers, health professionals and families can work together to reduce the risk of COVID-19 infection.

## Infection prevention and control measures

It's essential that good infection control is maintained on your journey to work and on visiting supported living housing.

It's often hard to be socially distant in a home setting. Many people may be clinically extremely vulnerable, or at general high risk from COVID-19. They may need help understanding restrictions.

Wear your personal protective equipment (PPE) properly, change it carefully and stay stocked up.

Follow guidance when working with people at risk (<https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living#general-infection-prevention-and-control>).

## Testing

Regular testing for you and people living in high-risk supported living and extra care will help prevent outbreaks.

Make sure your setting, if eligible, is getting access to weekly and monthly tests through the self-referral portal on GOV.UK. See guidance on the testing service for extra care and supported living settings (<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-service-for-extra-care-and-supported-living-settings>).

## Vaccination

Social care workers are a priority group for vaccination. You'll be contacted when the coronavirus vaccine is available for you.

## Wellbeing

There is a range of support available to support all levels of concerns – big or small:

- social care staff who may be struggling to cope and need help can send a text message with 'FRONTLINE' to 85258 to start a conversation. This service is offered by Shout and is free on all major mobile networks
- the Samaritans confidential staff support line is open for all social care staff who might be feeling increasingly stressed, anxious or overwhelmed. Call 0800 069 6222 (7am to 11pm, 7 days a week)
- Hospice UK's bereavement and trauma line is open for all social care staff. This offers a safe space to talk to a professional if you have experienced bereavement, trauma or anxiety. Call 0300 131 7000 (7am to 11pm, 7 days a week)

Download the CARE Workforce app for the latest information, support and discount offers.

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