

Quidhampton Covid-19 Support Group

Procedures for Food and Medicine Collection

Version: 2.0

Date of Issue: 9th June 2020 (replaces first issue 6th April)

Introduction

This guidance is for the volunteer group to cover the initial decision making processes by the village coordinator and the actions this decision will generate. On initial contact, the coordinator will categorise the level of help required and assign a risk category to the village resident as follows:

Category 1 – Are resident who have tested positive, have symptoms or believe they have symptoms.

Category 2 – Are residents or households that are self-isolating

Category 3 – Are residents with no symptoms but have difficulties getting to the shops or are housebound. These will predominantly be older people following Government advice or medically vulnerable individuals.

The following issues cover the range of support covered in this guidance:

- Collection of medicines/repeat prescriptions.
- Food and essentials.
- Medical visits who may need to go to doctors, hospital, or an on-going illness.
- Provide essential contact and well-being help.

Going shopping:

- Plan your journey to the shop
- Wash hands/put on gloves
- Wear a face covering whilst in the shop
- Do not touch your face from leaving your house to returning home
- Be aware of the contact hazard on all touch screens at check out
- Place shopping in your vehicle and then remove your gloves

Money/cash:

Payments must be agreed before buying any shopping. The preferred method should be an electronic transfer.

Please be aware that cash may be contaminated. If paid in cash the money should be placed in an envelope and not handled for 3 days or wiped clean if required sooner.

Do not take or use the credit cards and PIN's of the village resident for payments of food and medication.

Dropping of shopping:

- Arrange a mutually agreed drop off time
- Wash hands or use hand gel before dropping off food/medication
- Place food/medication in front of the door
- Knock on door
- Take 3 steps back.
- Ensure the delivery is collected before leaving
- Do **not** go near them or enter the house
- Watch out for the dog coming out of the house, do not touch or stroke the dog

Repeat prescriptions

The general assumption is that the volunteers are collecting medications from a prescription presented (paper or electronically) to a qualified pharmacy for all categories of residents. The guidance above for going to the pharmacy, money and dropping off the medication applies.

If a paper prescription needs delivering from a Cat 2 or Cat 3 resident, the resident should first wash their hands, place the paper prescription into an envelope and leave this outside the household door for collection. Contact Ian Day for exceptional circumstances where a village resident has a paper prescription at home and are a Cat 1 risk.

The volunteer must be able to verbally supply the patient's name, postcode and DOB when they arrive to collect.

The volunteer must know whether the patient is exempt from payment and know under what criteria.

The volunteer must take a form of identification (their own) with them such as a driving licence or a form of photo ID or a bankcard will do.

The pharmacy should place all medicines into a bag, which is then sealed. The volunteer must not open or go into the medicine bag, privacy must be maintained

The type of medication and medication discussions should only occur between the resident and the assigned volunteer.

Wash Hands:

Follow these five steps every time.

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.
- Avoid touching your eyes, nose or mouth. Germs spread that way.



Anti-bacterial gels. Hand washing is good for removing the virus. Gel is useful if soap and water is not available, for example while you're out and about in public, or when you've touched surfaces around the office.

Research suggests frequent use of alcohol-based hand gels can stop many respiratory viruses (those that normally affect the airways, such as coronavirus) in their tracks.

Most good hand sanitizers in this country are made of 60 per cent per cent alcohol (often marked as ethanol on the label).

Alcohol works by destroying the protective outer membrane of the virus, causing each particle to rapidly break down. Death is almost instant.

Experiments by researchers found the spread of viruses in the workplace is cut by 84 per cent when employees are encouraged to use alcohol gel routinely throughout the day.

Gloves:

DO's and DON'Ts

DON'T touch environmental surfaces – eg: door handles, a keyboard, a computer mouse – with contaminated gloves

DON'T touch your face or adjust PPE with contaminated gloves

DON'T remove one glove, and then pull the other glove off by the fingertips

DON'T reuse disposable gloves once they have been removed

DO dispose of used gloves in black bag.

