



Starting work in adult social care during COVID-19

Frequently Asked Questions

What PPE will I be given / what protective equipment will I be given?

Care workers should receive personal protective equipment (PPE) from the care provider they work for in line with the latest government recommendations.

Public Health England has published tailored guidance on what PPE is required in [care homes](#) and [domiciliary care](#) in the current context of sustained transmission across the UK.

Public Health England has also published a specialised [training video](#) to support staff in safely putting on and taking off PPE.

Will I be safe?

It is vital to protect the care workers who are providing personal care for vulnerable individuals in the social care sector. Using PPE correctly, regularly cleaning your hands and following standard [infection prevention and control precautions](#) will help you remain protected.

Care workers should receive personal protective equipment (PPE) from the care provider they work for in line with the latest government recommendations.

Personal Assistants should receive PPE from their employer in line with the latest government recommendations. If the Personal Assistant's employer is unable to obtain PPE or are not used to supplying PPE, they should contact the funder of their package of care (Local Authority or Clinical Commissioning Group) who will be able to offer assistance.

If you have any concerns about your safety you should raise this with the appropriate person in your workplace.



Will I have to isolate myself from my family?

No, although if you prefer to stay away from home, some employers are helping their staff to do so by providing alternative accommodation.

We do ask care workers to practice rigorous social distancing when not providing care (whether at home in the community or in communal staff areas at work) and avoid public transport wherever possible in order to minimise the risk of catching the virus.

Will I automatically be given a COVID-19 test?

Whole Care Home Testing through the National Testing Programme was initially made available to care homes who primarily look after older people or people with dementia.

We prioritised testing for homes that specialise in caring for older people and those living with dementia in line with PHE and SAGE advice, as they are at higher risk of adverse consequences if they get the disease.

From 7 June we expanded eligibility for this service to all remaining adults care homes who can now access whole care home testing for all residents and asymptomatic staff through the digital portal.

We expect these to be largely specialist adult care homes catering for adults with learning disabilities or mental health issues, physical disabilities, acquired brain injuries and other categories for younger adults under 65 years.

Will I be working in one setting only or could it be multiple?

Based on the latest evidence of significant asymptomatic transmission in care homes, we are asking providers to take all possible steps to minimise staff movement between care homes.



Therefore, in most circumstances, you should only be working in one care home at a time.

If you are working in a domiciliary care setting, you will likely be asked to provide care to multiple individuals. You should follow guidance from your employer, and take note of [this guidance](#) on the use of PPE in domiciliary care.

What specific COVID-19 training do I need?

Guidance has been developed about essential training for staff during COVID-19 and your employer will identify any specific training you need, which may include the use of personal protective equipment (PPE). Your employer is responsible for ensuring you receive this training.

New recruits will receive rapid induction training, which will consist of the following; basic life support; fire safety; food safety; health & safety awareness; infection prevention & control; medication management and safeguarding (specifically around isolation). The rapid induction also contains the main knowledge elements from the [Care Certificate](#).

If I can't work because I develop COVID-19 symptoms and so have to self-isolate, will I still be paid?

Your precise terms and conditions will depend on your employer. However, the government has asked care providers to do all they can to ensure that if you develop symptoms and have to self-isolate, you will still be paid. In May, DHSC announced a £600m Infection Control Fund, which is to be used on measures such as helping maintain the normal wages of staff who may need to self-isolate. This is in addition to £3.2bn DHSC has now made available to local authorities so they can address pressures on local services caused by the pandemic.

I have childcare commitments. In the current environment, would my children be eligible for schooling or childcare?



Yes. Schools are open for the children of all critical workers, including the children of adult social care staff. From 1 June, primary schools, nurseries and early years providers - opened for more children too. Further information is available at: <https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june>

Do I need a DBS check?

Yes, usually your employer will arrange this. If you apply through <https://www.joinsocialcare.co.uk/> the DBS checking process will start once you have completed your video interview.

Do I pay for my DBS check?

As of 16th June 2020, DBS checks for adult social care workers are currently free. If you need another DBS in the future your employer will cover this cost.

Do I need a driving license?

Not necessarily, especially if you work in a residential care home. Some domiciliary care providers have walking routes or provide bikes for locally arranged visits. If you're working in the community, some roles will require you to have a driving license and access to transport due to the locations of the people you're supporting. You would need to discuss this with the employer.

I don't have a car. How can I get to each visit?

If you're working in the community, some domiciliary care providers will have walking routes, provide bikes or ebikes or arrange a car service. It may also be possible to use public transport. You would need to discuss this with the employer.

Will I need to travel on public transport and is it safe?

As with the rest of the population, we are encouraging all social care staff to avoid using public transport where possible. Instead try to walk, cycle, or drive.



If you do need to use public transport, try to avoid peak-times if possible, and you must wear a face covering.

In some instances, local taxi firms may be willing to provide fares to and from a care home at discounted rates. Face coverings must be worn for all forms of public transport.

For more information, see the guidance on safer travel:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Will there still be a job for me after the COVID-19 emergency?

We need more people to work in social care. This is not only a short-term ambition to help steer us through the pandemic – it is also a long-term ambition to meet the needs of our society in the future.

We are very grateful to those who join the Adult Social Care sector to help us deal with this crisis, and hope that many will be inspired to stay on in the sector.

What training is available?

There are important skills and knowledge that you'll need to perform your role well and your employer is responsible for ensuring you receive the training you need. If you apply through <https://www.joinsocialcare.co.uk/> you are able to undertake online induction training once you have completed your video interview prior to any job offer.

Do I pay for training?

No, your employer will cover any training costs. In addition, they are able to access induction training for you, centrally funded by the government, for the duration of the pandemic.

Coronavirus (COVID-19): If you want further information and advice, visit www.gov.uk/coronavirus.