

## Personal Protective Equipment: FAQs – 24.03.20 Update

### 1. In what circumstances is PPE required?

Public Health England (PHE) recommended PPE ensemble for healthcare workers within a metre of a patient with **possible or confirmed COVID-19** is:

- Fluid repellent facemask
- Apron
- Gloves
- Eye protection if there is a risk of splashing

In all other instances, follow usual health and safety procedures.

To view the full Government and NHS guidance for providers:

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/PPE-Letter-FINAL-20-March-2020-updated-on-22-March-2020.pdf>

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>

### 2. When will new stocks of PPE be supplied?

Recent communication from the **National Supply Disruption Response team**:

*If you are registered with the Care Quality Commission (CQC) then you will already be on the list to automatically receive face masks, deliveries are expected to be completed today (24/03/2020) so you should have them today.*

*An update on gloves and aprons should follow shortly after the masks have been delivered.*

### 3. What if we're not a CQC-registered provider?

The NSDR communication also states:

*If you are not registered with the CQC and have already exhausted all your usual supply routes, are unable to wait for the delivery, or require help with any other supplies not included in what we're sending, please try the alternative suppliers below who may be able to help:*

Careshop – [steven.lenihan@careshop.co.uk](mailto:steven.lenihan@careshop.co.uk) or [steve.deakin@careshop.co.uk](mailto:steve.deakin@careshop.co.uk)

Delivernet – [customer.service@delivernet.co.uk](mailto:customer.service@delivernet.co.uk)

Countrywide Healthcare - [sales@countrywidehealthcare.co.uk](mailto:sales@countrywidehealthcare.co.uk)

**4. What if our usual address is closed and / or we want the supplies delivered somewhere else?**

If your registered address is not open, please contact Service Disruption line with an alternative address:

The National Supply Disruption line

Tel: 0800 915 9964

Email: [supplydisruptionservice@nhsbsa.nhs.uk](mailto:supplydisruptionservice@nhsbsa.nhs.uk)

**5. What if we have any other concerns regarding the supply of PPE?**

*If care providers have immediate concerns over their supply of PPE, there is now a dedicated line for you, the health and social care sector.*

*The National Supply Disruption line*

*Tel: 0800 915 9964*

*Email: [supplydisruptionservice@nhsbsa.nhs.uk](mailto:supplydisruptionservice@nhsbsa.nhs.uk)*

NSDR aim to respond within 1 hour.