



COVID-19 VACCINATION

Enjoy life.
Protect yourself

COVID-19 frequently asked questions and answers

1. Questions about Shielding in January's Lockdown

How do I know if I need to shield?

You will receive a letter either from your GP practice or direct from the NHS if you are deemed to have a medical condition which means you may be more vulnerable to Covid-19 than other people. If you receive a letter you are not able to come to work and you need to stay at home.

What if I haven't received a letter but I have received one in previous lockdowns?

If you have needed to shield previously, you should contact your GP to get their advice; it might be that you do need to shield again but that your letter has not yet arrived. We cannot advise you to stay at home, only your GP or the NHS can provide this advice.

What if I have received a letter to shield but I am not unwell?

The most important thing to do is to take the advice of your GP or the NHS. If they have advised you to stay at home, then you must follow that advice which is to keep you safe and well. If your GP confirms you are able to work from home whilst shielding, please let us know as we need to record that for national reporting purposes.

To continue to protect yourself, your residents, your family, friends and colleagues you should follow the general advice at work, at home and when you are out and about:

- practise social distancing
- wear a face mask
- wash your hands carefully and frequently
- follow the current guidance

www.nationalcaregroup.com/covid-19-vaccine-hub/

Vision: To be the best and most trusted care and support provider in the UK

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2. Questions regarding annual leave

Can I take annual leave if I have been told shield by my GP?

Yes, you can book and take annual leave during a period of shielding. It would be sensible for you to take the annual leave which is paid if you have outstanding leave to take.

What do I do if I can't take my annual leave by the end of March?

Everyone is encouraged to book and take their annual leave in each year – our roles are busy and demanding and we need to ensure we have a break from work. Our policy has allowed a carry-over of 5 days in extenuating circumstances but given the impacts of the pandemic are continuing, there is an option to consider on a case by case basis those who have had to cancel already booked leave in this year due to work commitments. Please talk to your line manager if you have concerns about being able to take your annual leave before the end of March.

When do I have to book the annual leave if I have to carry it over?

Anyone who has no option but to request authorisation to carry over annual leave will be encouraged to take this leave in the first six months of the new holiday year. This is to ensure you can have adequate rest time and time away from work.

3. Questions regarding travelling to work

I don't have a uniform for work – what if am challenged on the way to work?

We have issued letters confirming your employment status to the Regional Operations Managers, Area Managers and Registered Managers who can organise to have your letter printed locally for you to keep and produce if you are stopped and questioned about the purpose of your travel. Your letter covers you for the purpose of your work journeys only. It is your responsibility to keep the letter safe and available if required.

I don't have an Identity Badge for work – what if I am stopped whilst travelling?

The letter we have issued confirming your employment status with National Care Group will be sufficient as an identify check if required. In the letter provided, we have included details of a member of our HR team and their mobile number in case of further queries.