

## TRIAGE QUESTIONS

These questions have been developed to protect yourself and others and to limit the spread of Covid-19.

### **Do you or anyone you live or have contact with have any of the following:**

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- A loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal.
- A positive test result for Covid-19 in the last 7 days / waiting for a test or the results?

**If the answer is 'yes' to any of these questions, then you will not be able to access services in person currently.** This is to keep you and other service users and staff safe.

- If they/others have experienced symptoms they should be advised to self-isolate in line with current government/NHS guidance and call 119 to arrange a test

### **Have you been sent a letter to say that you are in a 'shielded' category and you have been advised to stay at home?**

**If the answer is 'yes'** they should be advised to follow government guidelines regarding this, however, individuals will be able to access services providing they are able to make an informed decision on this (any concerns please refer to WSM or equivalent for further guidance)

### **Are you aware of social distancing guidelines and do you always agree to maintain these whilst accessing our services?**

**If the answer is 'no'** – provide information, if the answer is still no, they will not be able to access services in person