

KeyRing

INFECTIONS AND INFESTATIONS



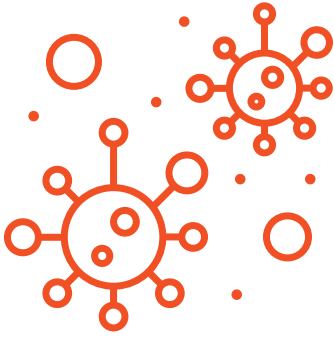
This policy is written in plain English, if you'd like a different version to help with accessibility please contact enquiries@keyring.org.

SUMMARY

This guide helps you to understand what to do if you have and infection or an infestation.
It is designed to help keep you and other people safe.

WHAT IS AN INFECTION?

When germs (like bacteria or viruses) get into your body and make you feel unwell. You might have a cough, fever, sore throat, or feel tired.



Some common infections are:

- Viruses like a cold or the flu
- Skin infections like scabies

Some infections can spread to other people.

This is called being **contagious**.

WHAT IS AN INFESTATION?



When tiny bugs (like lice, fleas, or bedbugs) live on your body, clothes, or in your home.

WHAT SHOULD YOU DO?

1. Tell someone you trust

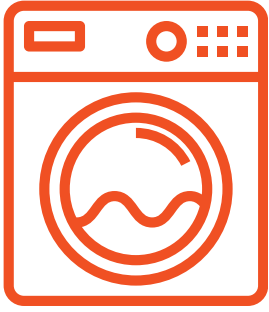
- Let a family member, friend, or support worker know how you're feeling.
- You can also speak to a doctor or nurse.

2. Don't keep it a secret

- It's important to tell people before you meet them or invite them into your home.
- This helps stop the infection or infestation from spreading to others.

3. Get help

- A doctor or pharmacist can give you medicine or advice.
- If you have bugs in your home, you might need special cleaning or pest control.



4. Keep clean

- Wash your hands often with soap and water.
- Wash your clothes and bedding in hot water if you have an infestation.

5. Stay home if you're unwell

- Rest and take care of yourself.
- Only go out when you feel better and it's safe for others.

WHAT CAN KEYRING DO?

You must always tell your support worker or anyone else in the KeyRing team if you are unwell or think you may have an infestation in your home.

They will talk with you and help decide the best way to support you.

Sometimes, this might mean:

- they talk to you on the phone
- or meet you somewhere outside your home

This helps stop the spread of infection or infestation.

They will help you understand what to do to make yourself and your home safe again.



This document was created in April 2026. It will be reviewed and updated every three years or when a change is needed.