

CARBON MONOXIDE (CO) AWARENESS GUIDANCE

The aim of this guide is to help you to consider if a client you are supporting by phone or online is in danger of carbon monoxide (CO) risks and, if you think they are, what action you should take. It's been produced after requests for a guide from telephone support workers who have attended Think CO online workshops.

WHY?

Existing Think CO training for carbon monoxide awareness assumes it is possible to see the home of the person you are supporting. That isn't always possible with telephone/virtual support, so this guide aims to help you to recognise signs as they might be described to you and the kind of questions to ask.

We recommend having the graphic checklist for the 4 C's to hand as a prompt when you are making a call, and to have the longer resource pack available if you feel you need to investigate further.

We also recommend all tele-support workers attend a Think CO awareness workshop (online or in-person) and/or complete the Think CO e-learning package.

HOW?

Unfortunately, there's no easy set of questions to ask that will once and for all lead you to diagnosing CO risks in someone you are supporting. It's more a case of exploring with your client some areas which could lead you to recommend action they should take. If you have any concerns, then we recommend you encourage them to call the National Gas Emergency Service on 0800 111 999, or call a Gas Safe registered engineer to visit the client and carry out safety checks immediately.

We've created a 4 step checklist to help you explore CO risks:

Step 1: Contact

Step 2: Chat

Step 3: Check

Step 4: Confirm

CARBON MONOXIDE (CO) CHECKLIST

STEP 1: CONTACT
Make contact with the client as usual and start your conversation as you normally would.



STEP 2: CHAT
Talk to them about their home and how they are feeling. If someone is describing not feeling very well, find out a bit more as there are some common symptoms of CO poisoning.

More than likely, the symptoms will have nothing to do with CO, but they might.

Do other people in the home or visitors feel unwell?

Do you have a working, audible CO detector?

STEP 3: CHECK
If you still have some concerns, check if they have a gas boiler or gas appliances. If so, have they been checked by a Gas Safe registered engineer in the last year.

Do your symptoms include headaches, nausea, dizziness or tiredness?

Do you feel better when you go outside?

STEP 4: CONFIRM
If the client sounds like they may be at risk of CO poisoning, make sure they have arranged for a visit from a Gas Safe registered engineer to check their appliances.

Discuss any concerns you might have with your manager.

Record any actions and follow up these checks as soon as possible.