

As we progress through these unprecedented times, we look to continue reducing the risk of contamination within our community. With the rapid release of the vaccine, now administered to many individuals, including our staff and clients, will we continue bolstering our defences after the announcement of a multitude of new strains.

We strive to ensure utmost safety among our staff and clients, providing necessary levels of PPE and introducing new measures that ensure all areas are COVID-19 secure. As we are aware of new levels of transmission, alongside the danger of new strains and high death levels across the United Kingdom, we are extremely cautious of the dangers that this pandemic continues to show. We endeavour to bolster reinforcements wherever possible, such as:

- Weekly tests for all staff.
- Enrolment within the vaccination programme.
- Collating necessary data for the NHS to help an efficient roll-out of vaccinations.
- PPE for the protection of staff and clients.
- Ongoing COVID-19 and infection control training.
- Additional avenues of support opened for staff, as these times offer continued difficulty.

We will continue to support our staff members in all capacity to make certain that they are providing the best care they can.

We would like to offer the reassurance that we are very carefully monitoring the situation and will continue doing our best to help reduce the threat of contamination.

The best way to prevent infection and spread is to avoid being exposed to it. You can help to prevent the spread of any respiratory outbreak by doing the following:

- Wash your hands often with soap and water for at least 20 seconds.
- Always wash your hands when you get home or into work.
- Use hand sanitiser gel if soap and water are not available.

- Cover your cough or sneeze with a tissue, then throw the tissue in the bin straight away, or sneeze into the bend of your elbow, then wash your hands.
- Avoid close contact with persons who have respiratory illness symptoms.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- If you are unwell, stay at home and contact the 111 Coronavirus helpline (valid in all countries of the UK)
- If you are asked to self-isolate please follow the [NHS Advice](#)

We have pulled together some useful links that might answer any questions or concerns you may have relating to the virus, prevention or support.

NHS

For information on what to do if you think you're infected, or what steps to take to prevent infection, see advice published by the NHS: www.nhs.uk/conditions/coronavirus-covid-19/

WORLD HEALTH ORGANISATION

WHO have provided some useful advice for the general public:
www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

AGE UK

For COVID-19 information, advice and support relating directly to older people, please see: www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/

GOV.UK

Want to know the Government's latest advice for home care providers?
www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings

Here's some guidance on shielding for people who fall into the extremely vulnerable category: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

QUESTIONS YOU MAY HAVE

Q. *What will happen if I become Covid-19 positive?*

A. You will still receive your care visits as you normally would. The only change would be that we restrict the number of carers who attend your calls and change the way we dispose of used PPE (Personal Protective Equipment).

Q. *I do not have access to the internet. How can I obtain the above information?*

A. Please contact us and we will print any information you would like and post it to you.

Q. *If I have any worries, can I contact you to explain my concerns?*

A. Yes of course. You can ring on 01909 712271 anytime with any questions you have. We are here to help you. Together we will get through this!