

21<sup>st</sup> October 2020



Dear Customer,

We hope that you and your families are keeping safe and well during the pandemic. Please find below the latest updates in relation to the response to Covid-19(Coronavirus).

### COVID 19 update

As of today, 21<sup>st</sup> October, North Yorkshire remains in the medium tier designated by the government for COVID 19. This means that shops, restaurants, leisure facilities are open and there are no travel restrictions. For further information on the local alert level and what this means you can check online at

<https://www.northyorks.gov.uk/local-covid-19-alert-level-and-restrictions>

Some other areas in the North of England have moved to Tier 3, if that occurs here, restrictions are likely to be put in place, however this will not affect the delivery of our care.

As the pandemic continues, we have a wide range of measures in place to protect our customers and staff from the virus, including:-

- All care staff have full PPE (IIR masks, gloves aprons, eye protection) plus 70% alcohol hand sanitiser,

also visors if required. Staff issued with bag to protect their PPE.

- We do not accept hospital discharges without a negative COVID test
- Individual risk assessments completed for all staff who may be vulnerable
- All care staff have had refresher training including infection control
- No staff sharing vehicles
- Full office risk assessment in place as per HSE requirements
- No sharing of office equipment including pens
- Care staff attending office wear masks and socially distance, all carers and other visitors to site must book appointments to minimise footfall
- Supervisions, reviews etc done remotely where possible
- Office staff split into A and B teams to assist social distancing – half team work from home on alternate days
- If office staff tested positive, the group would need to self isolate
- Glass screens in place for all office staff and in training room
- Increased ventilation – windows door open if practicable
- No hot desking
- Use of outdoor space for breaks wherever possible
- Touch free Hand sanitiser stations x 3 in office
- Signage and mats in place regarding social distancing, hand washing, hand sanitiser

- Increased cleaning regime
- Professional waste disposal
- Temperature checking at office entrance
- Increased hand washing facilities - antibacterial hand wash no touch dispenser paper towels
- Appropriate disinfectant spray and disposal cloths in line with COSHH
- PPE stock managed by Directors to ensure adequate supplies
- Any staff testing positive need negative test before RTW
- All staff aware of need to self isolate if have symptoms / positive test
- Regular monitoring of guidelines via Gov.uk and webinars with Head office, Local Authority

Due to government rules at present, it is **not** possible to routinely test our staff if they do not have any symptoms, however we hope this may happen in the future.

### Shielding and Protecting Very Clinically Vulnerable People

Last week, the government issued some new advice in relation to the above groups.

You can read this advice online at

<https://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>

If you do not have access to the internet and feel you need a copy of this advice please contact the office.

## PPE (Personal Protective Equipment) – Bluebird Care Update

Official guidance on the use of face masks and other PPE in social care settings has **not** changed since our last letter to you. Therefore, our Carers will continue to wear all other PPE as per last letter. Please be aware that carers need soap and hot water available when they visit you, in order to thoroughly wash their hands before using their gel. This is in line with government advice, and we have issued specific guidance to our staff on handwashing.

We have ample stocks of PPE and have established reliable supply lines however we remain vigilant and all stocks of PPE are reviewed on a weekly basis.

We will send updates on a regular basis but in the meantime, please call us if you have any concerns. Our telephone number is 01845 440271. Our offices remain open as usual.

Kind Regards,

Heather Price, Director

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