

13th May 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).

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.

However, we will shortly be receiving a delivery of face shields which will be made available to all of our staff should they wish to wear one. Usage of face shields is over and above the recommended protection we already provide for our staff and therefore usage will not be compulsory. Face shields will only be worn when providing personal care or if a customer is displaying symptoms. 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 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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