

30th April 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 in social care settings has changed since our last letter to you. Public Health England now recommend that our staff wear Ilr type fluid resistant masks on a sessional basis (one per shift), except where a customer has COVID-19 / symptoms (see below). These are the same masks used by paramedics and GPs. Staff have been issued with the new masks and new guidance. All other PPE advice remains the same at this time. I have summed up how we will apply the new guidance below.

If Bluebird Care is:-

- Caring for someone who has Covid-19
- Caring for someone with symptoms of Covid-19

We will wear full protective equipment - gloves, aprons, fluid resistant face masks and eye protection. Mask to be changed after call.

If Bluebird Care is:-

- Caring for any other customer, including shielding customers

We will wear gloves, aprons and sessional (shift) use fluid resistant face masks.

Mask and eye wear usage applies to the pandemic period and this policy will be amended in due course. Our carers are issued with 70% alcohol hand sanitiser. 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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