



Dear all Customers and Care Staff,

Our approach to dealing with the challenges of Covid-19

This letter explains how we are addressing the challenges of Covid-19 and how we continue to provide care for our customers and our staff during this very difficult period. We best serve our communities by continuing to look after those who wish to stay independent at home and by providing positive employment for those who wish to care. Detailed below is how we are adapting to the current period in order to achieve this.

1. Maintaining a safe service for customers and staff

We have received guidance from our franchise company, Government, the UKHCA (homecare association), NHS and Public Health England in how to deal with the outbreak of Covid-19 and how to keep our customers and staff safe. We are following these guidelines which include standard hygiene procedures, social distancing and the correct use of PPE (personal protective equipment). We have sufficient stock of PPE, including face masks where required, to support effective infection control.

In addition, we are supporting customers and staff in health groups that are considered extremely vulnerable and are amending our care and support plans and working practices accordingly.

2. Providing additional support where required

Whether it's providing additional support because family members have had to self-isolate or cannot travel because of social distancing, or purchasing pre-paid cards for staff where shops have refused cash transactions, we are working to adapt the care we provide to the services our customers now require.

3. Keeping our customers and staff informed

We have sent two letters to our customers and care workers. Our Care Managers have made a welfare call to every member of care staff and will now do this weekly. We have started a weekly webinar for all care staff and are about to release a short video for all customers, their families and advisers. We have also updated our website and social media.

4. Staying open for business

We cannot support our communities if we cannot stay open for business. We have done this while adapting to the challenges of social distancing:

- Our offices have to remain open to supply our care staff with critical PPE supplies and to send the message that we remain open;
- Approximately **60%** of office staff are now working from home to allow effective social distancing for those in the office;
- Our home working teams have been provided with new internet phone systems and home video links so that our customers and care workers can be supported as though the teams were all in the office;
- Our care worker and office teams are all key workers. Our teams are able to work and are receiving the support of schools to be able to stay at work where



they have children. Our office team members that are home working are still able to visit customers and care workers where work cannot be done by phone or video; and

- We continue to be able to take on new customers and care staff to support our communities, given the drastic reduction in available hospital beds and the need for work for the many people who have sadly lost employment in the last few weeks.

This will be a difficult period for many. We aim to continue to provide the Bluebird Care service throughout this difficult period and to continue to provide our customers, care workers, and office staff the support they deserve.

Lastly, I would like to thank on behalf of us all the incredible dedication and service delivered by our care workers and care office teams. I would also like to thank our customers who have been very understanding of any changes we have asked to make. Thank you.

Yours sincerely,

Paul & Kate Barry – Directors