

Monday 30<sup>th</sup> March 2020

Dear Colleagues,

I hope that you are staying well and managing through this challenging time.

I know some of you have been concerned about relevant PPE and especially face masks. The advice from both Public Health and the Government about PPE is:

**“If neither the care worker nor the individual receiving care and support is symptomatic, then no personal protective equipment is required above and beyond normal good hygiene practices”**

This means that your usual PPE that we have given to you and trained you to use is sufficient if there are no symptoms of COVID.

You can see the document on the governments COVID website in the link below:

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision#if-the-individual-being-cared-for-has-symptoms-of-covid-19>

We have advised all Service Users that they must inform us if they have any symptoms of COVID-19 and we will also be calling them every few days to check on their health.

As you are all out in the community you can help us with protecting yourselves and other Care workers **by calling us immediately if you suspect that a Service User has any symptoms.**

We will not ask you to support a Service User until a medical practitioner or 111 have confirmed they have symptoms of COVID-19 and not without the correct PPE and training on how to put it on and remove it after the visit.

We have been given a supply of the correct PPE for managing Service Users once they have been confirmed with COVID-19, and we will be offering training and coming out into the community to demonstrate and support you with it.

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**We do not have any Service Users who have been confirmed or tested as COVID-19 positive at Abbots Care currently.**

I understand that there will be some anxiety now, but please be assured that we are here to protect and support you.

Thank you for all that you do for our Service Users and your hard work and commitment, we appreciate what are you doing at this difficult time.

If you have any questions, please do not hesitate to get in touch.

Best wishes,



Camille Leavold  
Managing Director

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