

Friday 13th March 2020

Dear Colleagues,

COVID – 19 Update

As you will be aware the government are now moving to a delay phase for the epidemic of COVID19. We realise that this may be a worrying time for you. Some of our Service Users are vulnerable to complications with COVID19 and are also becoming increasingly anxious about the possible infection.

We do not have any confirmed cases of COVID19 with either our staff teams or our Service Users.

We are planning with the Council and the NHS for all eventualities and how we can ensure that we support you all and our Service Users over the next few weeks.

During this phase we will be transferring all our Operations staff to support our care teams in the community when needed. We will not be doing any monitoring or supervisions etc. If you need support during this time, please do not hesitate to get in touch. We will continue to respond to all safeguarding concerns during this time.

Our plan, if it becomes necessary, will be to carry out critical care calls only, all Service Users have been categorised so that we know who time is critical and urgent. Tasks like shopping, laundry, cleaning will be carried out by family or volunteers.

We are some way off this happening, but if/when it does, we will inform you of reduced call times and cancelled visits etc.

We have had a lot of questions around face masks and we have been advised by Public Health the following for Care Workers:

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Guidance on facemasks

During normal day-to-day activities facemasks do not provide protection from respiratory viruses, such as COVID-19 and do not need to be worn by staff in any of these settings. Facemasks are only recommended to be worn by infected individuals when advised by a healthcare worker, to reduce the risk of transmitting the infection to other people. It remains very unlikely that people receiving care in a care home or the community will become infected.

We understand that you may feel worried or have questions and we have put on some additional **Care Worker Well-being hubs** for next week. You can come and pick up gloves, handwash, advice and support. We have also ordered some hand cream for you all as I'm sure that your hands will be drying out from the additional hand washing you have been doing, we hope to have it delivered in time for the hubs.

Hub details

Date	Area / Venue	Time
Tuesday 17 th March	Capel House, St Annes Close, Muirfild Road, South Oxhey, Hertfordshire, WD19 6UX	1:30pm-3:30pm
Tuesday 17 th March	Stanborough Centre, 609 St Albans Road, Watford, Hertfordshire, WD25 9JL	2:30pm-4pm
Wednesday 18 th March	Oxlease House, Travellers Lane, Hatfield, Hertfordshire, AL10 8TJ	2pm-4pm
Thursday 19 th March	Wormley Community Centre, Fairfield Drive, Wormley, Hertfordshire, EN10 6DX	TBC – we are waiting for confirmation, so will update you early next week

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Thursday 26 th March	Wormley Community Centre, Fairfield Drive, Wormley, Hertfordshire, EN10 6DX	2pm-4pm
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If you have any Service Users who are feeling particularly anxious, please let us know and we will arrange to speak to and support them. Please try to keep our Service Users as calm as possible when you are visiting them.

We appreciate your hard work and commitment to your Service Users and ask that you understand that there is no need to self-isolate as a precaution, if you do not have any symptoms, and we ask that everyone is able to commit to caring for their Service Users during this time. We will send updates as they come in form Public Health and the situation changes.

Thank you for being an Abbots Care-Worker and always going that extra mile for our Service Users, I personally appreciate your how hard home care can be and thank you all for your service.

Best wishes



Camille Leavold
Managing Director

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