

Tuesday 17th March 2020

Dear Care Workers,

COVID-19

Following on from our letter last week and the Government advice yesterday I am writing to keep you up to date of what we are doing at Abbots Care to help support the delay phase of the government's plan of COVID-19.

Part of the government advice is to shield older people from the virus who are over 70. This group, which includes many of our Service Users, are advised to stay at home for the next 12 weeks. They should only go out for shopping or exercise.

We ask that you help us to monitor these Service Users to ensure that they have everything they need and that their mental wellbeing isn't affected.

We have Abbots Friends volunteers who may be able to help with shopping or a telephone call for companionship.

We have had lots of questions about the virus and Service users and we can confirm that we still do not have any confirmed cases of COVID-19 with our Service Users presently.

We understand that this is a dynamic situation and changes frequently but presently we have no one diagnosed.

We do have a couple of Care workers who are self-isolating at home as a family member has some symptoms and they will be monitoring any development of their own symptoms for 14 days.

As a reminder the symptoms are:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

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If you experience these symptoms the advice from the Government is:

How long to stay at home if you have symptoms?

Anyone with symptoms should stay at home for at least 7 days.

If you live with other people, they should stay at home for at least 14 days, to avoid spreading the infection outside the home.

After 14 days, anyone you live with who does not have symptoms can return to their normal routine.

But, if anyone in your home gets symptoms, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days.

Information:

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you must stay at home together, try to keep away from each other as much as possible.

If you still have symptoms after 7 days

After 7 days, if you no longer have a high temperature you can return to your normal routine.

If you still have a high temperature, stay at home until your temperature returns to normal.

If you still have a cough after 7 days, but your temperature is normal, you do not need to continue staying at home. A cough can last for several weeks after the infection has gone.

We have added some new information onto our website about the virus on our website and will be uploading more information as the guidance changes. We will also be sending you daily texts to keep the communication up as the situation develops.

The Hertfordshire Care Provider Association has a good short training video on Infection control which can be found at <https://www.hcpa.info/guideline/karen-green-rgn-talks-about-infection-control-prevention-measures-around-covid-19/>

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Charlotte is organizing regular PPE drop offs in each area so that we can ensure that you have enough gloves etc. The last two this week are:

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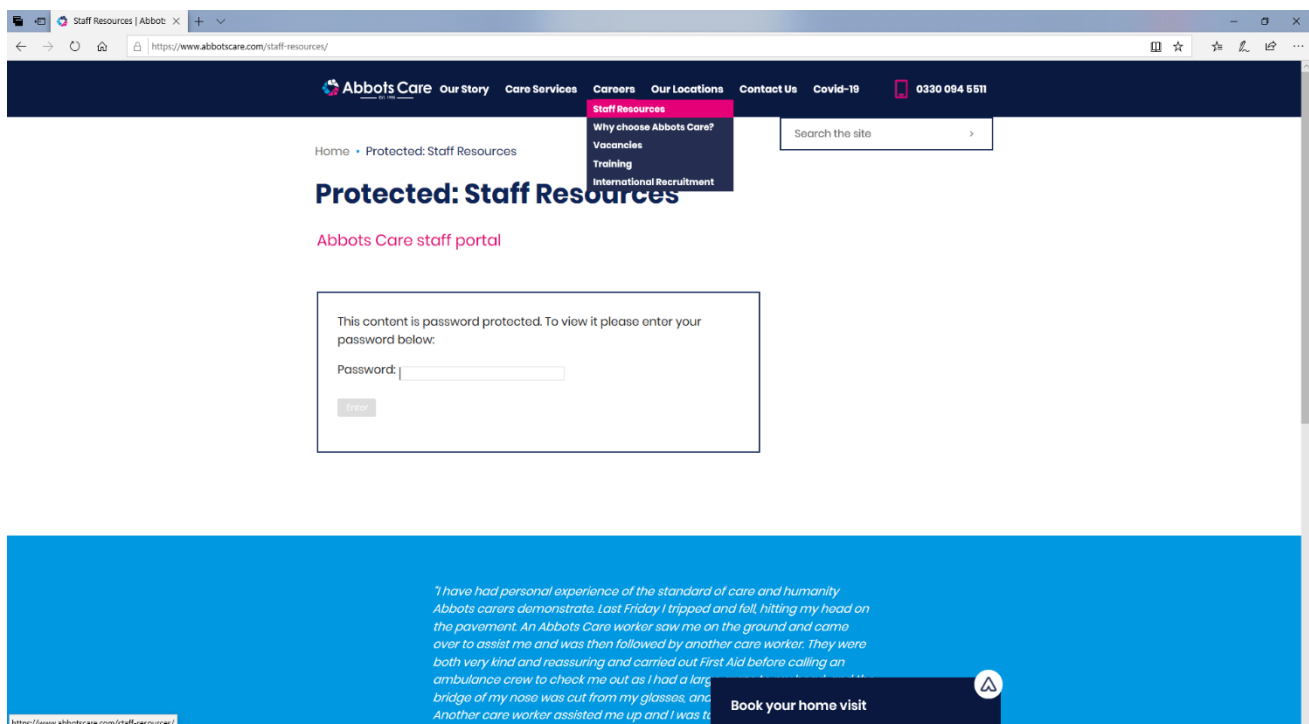
Oxlease House, Travellers Lane, Hatfield, Hertfordshire, AL10 8TJ - 2pm-4pm

Thursday 19th March

Wormley Community Centre, Fairfield Drive, Wormley, Hertfordshire, EN10 6DX - 2pm – 4pm

Our Registered Nurse and Clinical Lead, Gunter Meulemans, is available on 01727 891004 option 5 if you would like to discuss any concerns on Infection control, alternatively, you can email at gunter@abbotscare.com.

We are also providing some training advice for Infection control on the [staff resources](#) tab on our website - <https://www.abbotscare.com/covid-19/>. The password is abbotsstaff



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We will all be doing our bit in supporting Service User calls, our Seniors, community managers, and care competent office team will all be out providing care over the next few weeks and we would ask that you help us by doing a few extra calls to ensure that we can cover all our Service Users needs as staff are required to self-isolate at home.

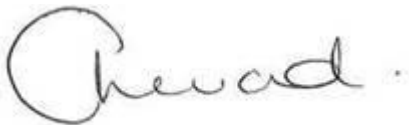
Today the Foreign & Commonwealth Office (FCO) has advised against all non-essential international travel, initially for a period of 30 days. This advice takes effect immediately. If you were planning on going abroad and had booked annual leave, we would be happy for you to carry it over or potentially pay you for it if this is in line with employment laws. Please ask your Co-Ordinator about this.

The key message continues to be handwashing is the best method to keep yourself and your Service Users protected.

Abbots Care Head Office remains open and we will be here to support you throughout this challenging time.

If you have any questions at all, please do not hesitate to call us.

Best wishes.



Camille Leavold
Managing Director

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