

Thursday 16th April 2020

Dear Colleagues,

Weekly Updates – COVID-19

As we enter the third week of the government lock down, we hope that you are all keeping well, safe and finding your way through this unprecedented time.

Thank you to all of you for your continued hard work and commitment to your Service Users and to keeping them safe and calm during this challenging time. You are doing a brilliant job.

PPE Guidance Update – The government and Public Health England have updated their policy for **Extremely Vulnerable SU's**. These SU include the following:

People falling into this extremely vulnerable group include:

- Solid organ transplant recipients
- People with specific cancers
- People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
- People with cancers of the blood or bone marrow such as leukemia, lymphoma or myeloma who are at any stage of treatment
- People having immunotherapy or other continuing antibody treatments for cancer
- People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- People on immunosuppression therapies sufficient to significantly increase risk of infection
- Women who are pregnant with significant heart disease, congenital or acquired

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The NHS in England is directly contacting people with these conditions to provide further advice. This advice will be in place for 12 weeks.

Where Care is being provided to any individual meeting the [criteria for shielding \(vulnerable groups\)](#) as a minimum, single use disposable plastic aprons, **surgical mask** and gloves must be worn for the protection of the Service User.

The Guidance is to protect the Service Users from Care Workers passing on COVID to them. Apart from the surgical masks, you will all have the other items of PPE for your standard visits.

The surgical masks are being distributed to each of the SU's who meet the criteria and will be kept in the SU's home and they will let you know where they are being kept. Where SU's don't have the capacity to let you know where they are stored, we will leave with their Daily notes.

As you know these masks are in short supply in the UK and so we have allocated the correct number of masks for each SU for a week at a time. Please **do not** take these masks to any other calls as this will leave the Extremely Vulnerable SU's at risk of infection.

The Extremely Vulnerable Service User's Critical information

The extremely vulnerable service users will now have a Critical Information alert on their call confirming that they are high risk and you are to follow the PPE process below, this will be visible to you on your Mobizio app when you click onto the call. This will appear in the access details or where the planned activities are under critical information.

Critical Information – Extremely Vulnerable SU – please wear surgical mask

We will also be setting up a task in planned activities, which will be visible on your Mobizio app when clicking on the call, this will ask you to confirm that you have put a surgical mask on before logging out.

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Below you will find the process for donning (putting on) and doffing (taking off) your PPE for use with an extremely vulnerable Service User:

Process for donning and doffing a surgical Mask for Service Users on the Extremely Vulnerable category.

To put on your PPE you should:

1. Wash your hands with Soap and Water
2. Put on your apron
3. Put on your mask ensuring it covers your nose and mouth and fits over your chin. It should loop over your ears
4. Put on your gloves

To remove your PPE you should:

1. Remove your gloves
2. Remove your apron
3. Remove your mask
4. Wash your hands using soap and water

Managing Service User's with COVID-19 – Our Rapid Response teams are continuing to support Service Users who have symptoms of or have been diagnosed with COVID-19. Our Community managers and Co-ordinators are calling all Service User's weekly to check on them and to check their well-being or any symptoms of COVID-19.

There has been some more guidance around older people on potential symptoms of COVID-19, which can include a loss of appetite or diarrhea as well as the high temperature and a new persistent cough. If any of your Service User's seem unwell, whatever their symptoms, please call the office or the On-call team. We will ensure that both you and the service user are supported and safe.

If you have any queries, questions or concerns please do not hesitate to call us, we are here to support you and ensure we are running a safe service.

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Finally, a big thanks to you as always for the amazing job you are all doing during this pandemic. I will, along with all our team, be clapping for each one of you tonight at 8:00pm for everything you do for our Service User's.

We have received lots of lovely compliments and feedback over the last few weeks from Service Users, Herts County Council and other stakeholders. Please see below:

'Thought, I would just drop a line to say how much I appreciate your wonderful carers who are still working and supporting people like me through this unprecedented time. A thank you to the office staff as well.' - Service User

'We would like to give our thanks to all your amazing care workers. Amazing people, I am so pleased you guys are being recognised alongside the NHS.' - Service User Family

'Abbots Care are absolutely fantastic. Your carers are so kind and caring, everyone in the company genuinely cares and we would be lost without you.' – Service User

'Thank you for all that you and your Team doing' – Chris Badger – Deputy Director Adult Social Care

'Thank you for all the work you and your team are doing in these difficult circumstances' – PA to Daisy Cooper MP

Many thanks again and stay safe.



Camille Leavold
Managing Director

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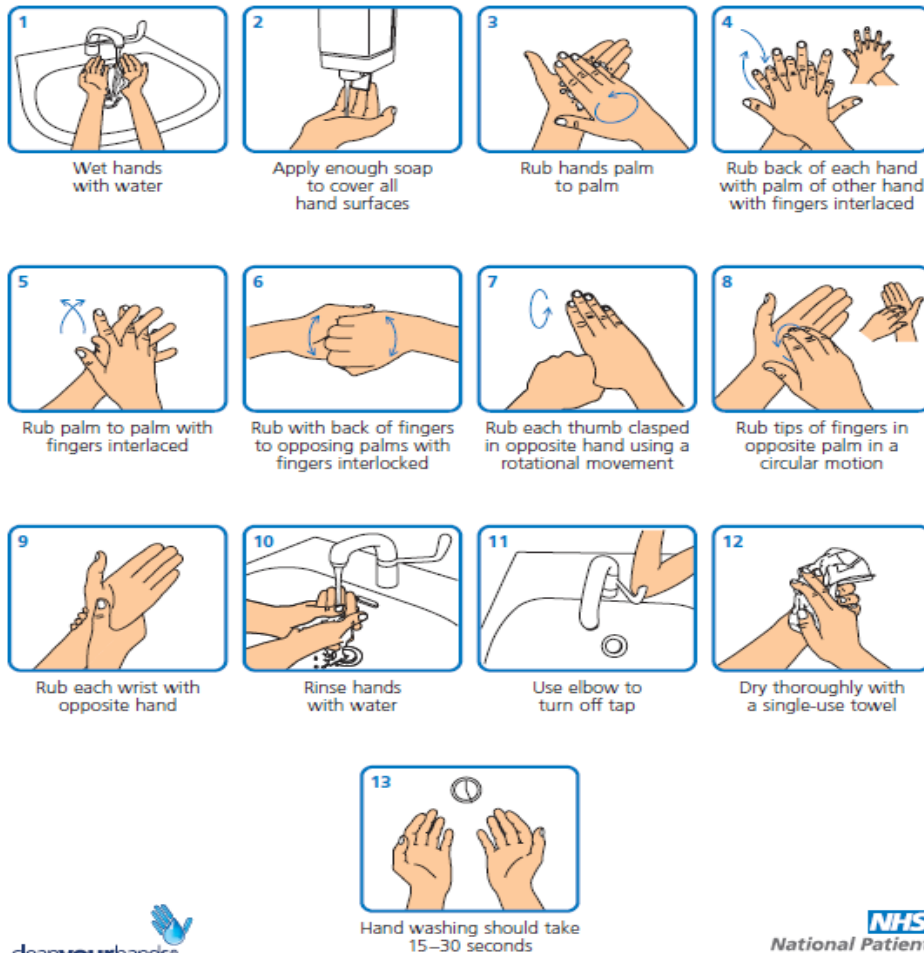


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A reminder about washing your hands:



Hand-washing technique with soap and water



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