



THANK YOU FROM EVERYONE AT ABBOTS CARE LTD!

We wanted to say a massive Thank you for all your hard work, not just for during this pandemic but for everyday before. You do an amazing job, that most people could not do, you manage to put a smile on someone's face everyday and make such a difference to people's lives. You truly are wonderful.

GRACIAS! MERCI! GRAZIE! DZIEKUJE CI! DANKIE! DHANYAVAAD! MULTUMESC! DHAN'YABADA!

PPE and Hubs

We will be holding our PPE Hubs next week, please see details of where and when below. We are asking that everyone who requires PPE and will be attending the hubs to email priya@abbotscare.com with an order stating the below:

Hub you are attending

Hours worked

Size of Gloves

Other PPE required

If you are collecting for another care worker

Welwyn / Hatfield

Tuesday 9th June 2020 – The Beefeater, Stanborough Rd, WGC, AL8 6DQ – **2:30pm-4pm**

Cheshunt

Wednesday 10th June 2020 – Brookfield Shopping Park (Near New Look), Brookfield Lane, Cheshunt, EN8 0QY – **2:30pm-4pm**

South Oxhey / Watford

Thursday 11th June 2020 - St James Altham Pool, Little Oxhey Lane, Watford, WD19 6FW – **1pm-2pm**

Thursday 11th June 2020 – Stanborough Centre, 609 St Albans Road, Watford, WD25 9JL – **2:30pm-4pm**

Now is NOT the time to relax PPE

As you know, the rules for the public have now been somewhat relaxed, which is great news for our well-being. However, we wanted to remind our care staff that the PPE guidance has NOT relaxed. By wearing PPE, you are making a difference in terms of managing the spread, so we urge you to stay alert and to keep to the guidance. It is mandatory to wear gloves at each care call and change between tasks. You are also required by law to wear a mask at each call. We understand this can be uncomfortable, so please feel free to change your masks often during your shift or before visiting each service user. Please do not wear your own masks as they may not be the correct type and will not protect you or your service user. The correct masks to be worn are Surgical Masks and we have a regular supply for you to use. If you need some masks please collect from one of the PPE hubs above, or from our Head Office in St Albans.



Rapid Response Team

As mentioned in our last News bulletin, we are still assisting hospitals with discharges, these service users may have symptoms of COVID, have been tested positive, or been in contact with someone who is positive. To provide the support and care they require; we have set up 'Rapid Response' rounds. If you are interested in supporting these Service Users we will provide you with specific training and additional PPE to deliver this specialist care. You will always be working as a double up so will constantly have support from them and us in the office. You will be required to work in all areas of Hertfordshire. The hourly rate is £15 p/h, you will be on a start to finish block and paid your mileage. The Rapid Responders have supported more than 40 SU's all of which have recovered fully – a real testament to their care. If you would like to join our RR team or would like further details, please contact Jazzmine Mace on 01727891004 or jazzmine@abbotscare.com.

PPE Guidance

The COVID-19 situation is rapidly changing, so please try and keep as up to date as possible. You can visit the Government website: <https://www.gov.uk/coronavirus> for updates. You can also contact us in the office if you are unsure of something and we will do our best to help.

Please see some diagrams provided to us by HCPA, on the correct use and disposal of PPE guidance, when to wear PPE and what to check. You can click on the links below to view them in a larger format.

» [See Poster 1 showing how to wear PPE \[PDF\]](#)

» [See Poster 2 showing when to wear PPE and what to check \[PDF\]](#)

If you have any queries on this, please contact us in the office.

Surgical mask guidance for care staff in residential, supported living and homecare settings

Please follow guidance on sessional use and the correct use and disposal of PPE. Remember to maintain good hand hygiene and avoid touching your face.

Activity	Fluid resistant surgical mask (Type IIR)	Surgical mask (Type I)
Providing direct care to ANY* person (e.g. touching/personal care)	✓	✗
Working in an area with ANY** person which includes close contact and possible touching so unable to maintain > 2 metres.	✓	✗
Working in the same room, communal area or on a home visit with a symptomatic** person – no direct contact but potentially within 2 metres.	✓	✗
Working in the same room/communal area or on a home visit with a symptom-free person – no direct contact but potentially within 2 metres.	✗	✓
Working in an area with ANY** person and staying more than 2 meters away from them at all times.	✗	No mask required

*Person with or without Covid-19 symptoms (new continuous cough and/or high temperature)

** a symptomatic person is someone with a new continuous cough and/or high temperature

Bacterial Filtration Efficiency of surgical masks:

Type II: >98%

Type IIR: >98% and fluid resistant

What if a Type IIR (Fluid Resistant) mask isn't available?

An FFP2 can be used (and fit testing is not required in this instance).

An N95 mask is the U.S. equivalent of a FFP2.



All products must have:

- A clear CE marking
- A Declaration of Conformity
- A label with the name of device
- Instructions for use
- Warnings
- Manufacturer name & address
- Information on if the product is sterile
- Date of manufacture
- Expiry date of safe use

All surgical masks must be tested to the following

EU standard

Surgical Masks
(Type II & Type IIR)

EN 14683

If using an FFP2 in place of a Type IIR, FFP2s masks must be tested to EU standard EN 149:2001+A1:2009. A N95 is the U.S. equivalent of this.

PPE guidance for care staff in residential, supported living and home care settings

Please follow the guidance on sessional use, the correct use and disposal of PPE and follow good hand hygiene at all times

Full PPE should be worn where carers come within 2 metres of a person for delivery of direct care

If you are working within 2 metres of someone but not providing direct care you only need a mask



For more information on infection prevention and control please visit the social care guidance on gov.uk

For local information and support please visit our provider hub www.hcpa.info/covid-19



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Office & Out of Hours Contacts:

Monday – Friday: 7am-7pm – 01727891004 / 7pm-10:30pm – 01923634991

Saturday, Sunday & BH: 7am-2pm – 01727891004 / 2pm-10:30pm – 01923634991

Out of hours for emergencies only: 10:30pm-7am – 01923634991

Community Facilitator and Managers – Areas and Contact details

Watford, Rickmansworth, Abbots Langley, South Oxhey (Domiciliary)

Theresa Russell – WD24, WD25, WD5 – 07771994119 / Theresa@abbotscare.com

Lisa Ford – WD17, WD18, WD19, WD3 – 07741571230 / Lisa.Ford@abbotscare.com

St Albans, Watford, Hemel Hempstead (Complex & Domiciliary)

Maria Bartlett – St Albans (Domiciliary) – 07468577091 / Maria.Bartlett@abbotscare.com

Kim O’Dea – St Albans, Watford, Hemel (Complex) – 07741570996 / Kim@abbotscare.com

Welwyn, Hatfield (Domiciliary)

Adam Foldi – 07585326448 / Adam.Foldi@abbotscare.com

Cheshunt, Waltham Cross, Broxbourne, Hoddesdon (Domiciliary)

Liz Greaney – Broxbourne, Waltham Cross – 07720086516 / Liz@abbotscare.com

Anna Di’piazza – Cheshunt, Hoddesdon – 07720091776 / Anna.Dipiazza@abbotscare.com

Specialist Care at Home

Ian Dougan – WD17, WD18, WD19, WD3 – 07879437875 / Ian.Dougan@abbotscare.com

Louise Lilycrop – WD24, WD25, WD5 – 07720091775 / Louise@abbotscare.com

Extra Care

Lyn Pilcher (Manager) – 07741770901 / Lyn.Pilcher@abbotscare.com

Emmanuel Lodge – 07720091773

Wormley Court – 07720091779

Theresa Russell (Community Facilitator) – 07771994119 / Theresa@abbotscare.com

Rutland Lodge – 07741570690

Dale Court – 07702952953

Kathy Jackson (Community Facilitator) – 07909119313 / Kathy@abbotscare.com

Chilton Green – 07720091774

Woodside House – 07702559184

Swanfield Court – 07384819988

Buckinghamshire Branch

Lianne McLeish (Branch Manager) – 07741751274 / Lianne.Mcleish@abbotscare.com

Dorset Branch

Sarah Hurley – 03300945511 / Sarah.Hurley@abbotscare.com

Sadly, the weekly ‘Clap For Carers’ campaign has ended until next year, however at Abbots we will continue to show our appreciation for all our carers every Thursday. We are proud of all our care staff for the compassionate support you have provided your service users, and the dedication you have shown them throughout this pandemic. You are our heroes. Thank you.



GOOD LUCK AND CONGRATULATIONS TO OUR LOVELY TRAINER, KATIE!

Our wonderful Katie has now left to go on Maternity leave, we wish her and her little princess all the health, joy, and happiness in the world. If you have any training queries, please contact Tariro Gweza on Tariro.Gweza@abbotscare.com

