

## **CORONAVIRUS/ COVID-19**

### **NEDCARE CLIENT UPDATE**

**DATE: WEDNESDAY 18<sup>TH</sup> MARCH 2020**

### **What is NEDCare currently doing to minimise potential spread of coronavirus?**

- We are making sure all carers have the latest advice and are minimising any exposure to potential infection. They are following guidance of the UK Government in this respect. You can hear or see this on the TV and radio news.
- We are asking clients to minimise visitors to their home, to avoid going out and coming into contact with others and use local support to help drop off supplies to their home e.g. family, neighbours, friends etc (whilst not coming into close contact with them if possible).
- All our carers understand how to minimise spread of infection and have had training in this. We will take extra care but infection control precautions are similar to usual visits.
- All carers have alcohol hand gel, protective gloves and aprons if needed. Thorough hand washing routines remain the same as usual.
- We will 'clean as we go' – especially when clients cannot do this themselves.
- Simon/ Fiona will monitor all staff daily to check their health situation and if any risk of virus infection is flagged up – we will ask this staff member to self-isolate.
- Simon/ Fiona will monitor and remain in regular contact with all clients and their families throughout the weeks ahead to assess the current risks of potential cross-infection.

- If a client becomes an infection risk and/ or symptomatic we will support them to self-isolate safely OR if this cannot be done, will ensure the care team for this person is minimised and has extra protection (over and above usual infection control). This may involve carers wearing fluid-repellent masks.
- If a client becomes an infection risk and/ or symptomatic we will support them to access medical help if they need this. This may depend on how the individual is presenting at the time.
- We have a priority list of clients who are at the greatest risk and we will continue to make sure these people are supported. We will support other clients who have lower levels of need but visit times may have to change.
- Where there is no immediate risk to a client we usually support, we may (if necessary) need to cancel or reschedule our regular visit.
- Our priority is to provide care and support but we can help with delivery of food and supplies if absolutely necessary. Please use family and friends as your first port of call but contact us if in need.

### **Numbers as usual:**

**NEDCARE OFFICE:** 01647 279211 – please leave messages on answerphone if necessary. We will call you back as soon as we can.

**NEDCARE MOBILE:** for use in EMERGENCIES ONLY please. 07484 545722

### **Keep well and keep in touch**

Regards, Simon Tickner

Registered Manager