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## COVID- 19 (Corona virus) Statement:

### Autumn/ Winter update

Date: 5<sup>th</sup> November 2020

Dear service users,

Please read the following guidance and updates from our service.

#### **What to do if you or anyone else in your home has COVID-19 symptoms:**

Anyone living in the same household with cold like symptoms such as a cough, headaches, fever or a sore throat must self-isolate. They should get a test with in the first 4 days of these symptoms. If they are in contact with the service user, then they must also get tested.

You must notify us if anyone has been tested positive for Covid-19. This includes family members.

**Isolation period:** The self- isolation period is 10 days from the date of your positive test results. For family members or individuals who have been in close contact with the individual it is 14 days. It is a legal requirement to isolate.

**Can I postpone my care during isolation period:** You can postpone your care at anytime, we understand that isolation can be tricky especially when you have frequent visits.

**What are we doing to keep everyone safe:** Our care assistants have a limited amount of care visits they can carry out per day. This means that your care assistant will only be working with a cluster of clients. This has been done to track, trace and control the spread of the virus.

**Will my care continue if I have a positive COVID-19 Test:** We will try our best to continue your care, although you may expect to see a change of staff. Alternative arrangements can be made to see you through your isolation period and you will have the opportunity to discuss this with the service manager.

**How will this affect my care:** You would have at least 2 assigned care staff delivering assistance to you. In the case of illness or unavailability you will have the

option of accepting visits from our emergency pool of staff. They are trained key workers and are also on reduced visits.

**How can I get tested if I think I may have symptoms:** You can book a drive- thru or walk-thru test via the GOV.UK website: <https://www.gov.uk/get-coronavirus-test>. If you or anyone needs assistance with this, please let us know so we can assist you.

**Infection control:** Hand washing and disinfecting highly touched surfaces is the keyway to kill and control the virus. Please continue to do this in your homes. Our staff are also here to help and will disinfect before and after care routines. If you need any further support, please do not hesitate to talk to us.

**Social distancing:** Staff will continue to work in a social distance friendly manner. They have access to face visors and masks. If you are worried about this, please do not hesitate to speak to us. We are here to help.

#### **Further help and support:**

NHS Guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

Benefits information and virtual support for families with disabled children:  
[www.contact.org.uk](http://www.contact.org.uk)

Clothes bank, Food Bank, Carers Support, Advice from Narthex Sparkhill:  
<https://www.narthex.co.uk/>

Kind Regards,  
Haleema Shaheen  
Service Manager