13th March 2020

**Coronavirus (COVID19) Update and Contingency Plan**

Dear Service User,

As you will be aware Coronavirus (COVID19) has continued to spread across the world, including here in the UK. Chapter Care (North Devon) Ltd have been working closely with the local authority and Northern Devon Healthcare Trust to ensure a sensible, proportionate response to the advice given to the social care industry by the Government and Public Health England.

We have no wish to cause unnecessary worry or anxiety, however we take our responsibility as social care leaders seriously and intend to maintain our duty of care to those who depend on us. We have worked together to create a detailed action plan to take precautions in the current situation and hope that this reassures you during this time.

I can firstly confirm there has been no outbreak within Chapter Care’s workforce.

At this stage we are focusing our attention on personal hygiene and cross contamination control. We have collectively considered the advice from government and health and have put the following measures in place: -

* Reinforcement of regular and proper hand washing techniques by care workers
* Reinforcement of the use of correct PPE (as should be normal practice)
* Group meetings and training cancelled up to 22/03/2020 and reviewed week on week
* Care Workers advised to contact 111 if they display any symptoms as advised by NHS
* Care Workers to inform management if they have travelled from a Category 2 specified country/area in the last 14 days
* RAG rating of service users to be able to support and manage our workforce in the event of total lockdown

Your support in these matters would also be welcome and we would ask that you please take the necessary precautions by: -

* Maintain your own personal hygiene, washing hands regularly with soap and water between visits if possible
* Reduce the number of visitors to your home, especially if they have travelled from a Category 2 specified country/area in the last 14 days and request that they wash their hands before any personal contact is made
* If you become unwell, you should call NHS 111 so you can be assessed by the appropriate specialist

I hope you understand that we have the best interests of both service users and care workers at heart and we will ensure that we review and update as the situation progresses.

If you are worried and would like to speak to someone about this further, please do not hesitate to contact our office on 01271 378842.

Your sincerely,

Emma Smith

Operations Manager

Chapter Care (North Devon) Ltd

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