20th March 2020

**Coronavirus (COVID19) Update**

Dear Service User,

Following on from my previous letter, I would firstly like to thank you for your patience and understanding in what is for all of us, uncertain times.

There remains no confirmed case of coronavirus (covid-19) within Chapter Care.

At this stage we are still focusing our attention on proper hygiene practices and social distancing. We are keeping on top of government advice and have put several measures in place to minimise the risk to both care workers and clients alike.

We wish to ensure that our provision remains as normal as is possible and have written detailed action plans to prepare for what the following weeks and months may hold.

In the event of a depleted workforce, we aim to keep your visit time the same however the carer may not be. You will be informed of any changes by. We ask you kindly to bear with us during this time as we manage the situation day by day. This is unchartered territory for us all and our staff are working extremely hard to ensure all our client’s needs are met.

We also ask that you please follow national guidance for social distancing

Again, we thank-you all for understanding. I sincerely hope you and your families are well. We will continue to review and update as the situation progresses.

Your sincerely,

Emma Smith

Operations Manager

Chapter Care (North Devon) Ltd

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What is social distancing?

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are:

* Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
* Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
* Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
* Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
* Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

* are over 70
* have an underlying health condition
* are pregnant

This advice is likely to be in place for some weeks.

Handwashing and respiratory hygiene

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

* washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food
* avoid touching your eyes, nose, and mouth with unwashed hands
* avoid close contact with people who have symptoms
* cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
* clean and disinfect frequently touched objects and surfaces in the home

What should you do if you develop symptoms of coronavirus (COVID-19)

The same guidance applies to the general population and those at increased risk of severe illness form coronavirus (COVID-19). If you develop symptoms of COVID-19 (high temperature and/or new and continuous cough), self-isolate at home for 7 days.