



COVID Update - customers

15th July 2021

COVID Restriction Update:

Throughout the pandemic we have strived to support effective infection control practices to keep services we provide as safe as possible for all our and staff and people we provide care & support for and we will continue to do so going forward (as we always have). Our staff both out in field and operational have also worked tirelessly during the peak of the pandemic to provide support to all our customers and remain committed to providing the best care for the people they support. As you may be aware, Covid has been an incredibly difficult situation for us all to deal with and we have worked hard to keep our staff and customers safe.

With changes and guidance from Government coming into effect From the 19th July, **nothing** will change with our approaches to COVID.- Service user family, relatives and other present at carer visits will still need to respect our staff safety and follow the practice of **Hands, Face, Space** & still be required to wear a face covering and socially distance during carer visits. Care 2 U staff will continue to wear PPE - mask , gloves, aprons and face shields where required with hand hygiene to support effective infection prevention and control.

Visitors to our offices will also continue to be restricted (we can also facilitate meetings and appointments virtually via MS teams, Zoom & Google Meet). We do understand that this can be frustrating but guidance within health & care environments remain unchanged until we receive further advice it would be wrong to not take these precautions to protect everyone at this point in time.

We have come so far in trying to minimise the impact of Covid and we are sure you understand the need to keep our service as safe as possible for ALL service users, their family members and staff. We are sure you will agree, maintaining restrictions is a small price to pay so that we may continue to support our caring approaches in this regard in a safe and effective environment. Keeping our staff safe supports service operations allowing us to maintain effective and responsive care and support services.

Kindest Regards

Roger Bayliss
Registered Care Manager