

### CORONA VIRUS UPDATE

16<sup>th</sup> March 2020

Dear Client,

Comfort Home Care has been keeping up to date with the latest government advice regarding Coronavirus.

We're taking our responsibilities to respond to Coronavirus – COVID-19 really seriously. First and foremost, let me promise you that looking after you and our staff is our number one priority, which is why we're staying close to the advice from Government to make sure we're doing the right things.

We are trying to maintain the highest standards of continued care within the community and are supporting all of our Clients and Staff to maintain high standards of basic personal hygiene. Our Staff have been issued with the latest government guidelines relating to the virus in a domiciliary setting, and have also been supplied with stocks of gloves, aprons and antibacterial hand wipes. It has also been stressed to staff the importance of wearing correct protective equipment for all tasks relating to care provision.

As of Thursday 12th March, the government has moved to the "delay" phase of its action plan to tackle the virus. As a proactive and conscientious provider, the company has issued its own bespoke policy on COVID-19, which has been issued to all staff and will be available upon request to Clients.

The additional advice from government which is likely to have an impact on care settings is *anyone with a "new, continuous" cough or high temperature is now advised to self-isolate for seven days.*

This new emphasis may well lead to an increase in staff absence. With regards to staff absence we wanted to make Clients aware that dependent upon the level of staff absence it **may** result in non-crucial care provisions (such as some enabling services and domestic duties) being partially reduced or cancelled completely until further notice. This may also be the case with regards an impact to Client visit times having to be temporarily reduced so that only essential care is delivered. I'm sure you will appreciate that the company has a duty of care to each and every client, and those with complex needs must take priority over those who may have family and/or friends available to assist with non-urgent care provision.

The NHS and the government continues to keep care providers updated on the response to COVID-19 (Coronavirus) and we will of course do our very best to pass the latest information

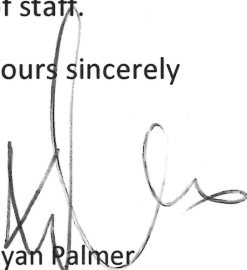
on to Clients, and let Clients know of any delays or changes to their care provision at the earliest opportunity.

We understand that the current climate of uncertainty surrounding the virus and its impact may increase anxiety levels amongst our Clients, and we would like to reassure everyone that the company is dedicated to delivering care even under the most trying of circumstances.

At the point of writing, it is 'business as usual'. However, we appreciate the assistance of Clients in anticipating any changes or disruptions to their care.

We encourage clients to call NHS 111 if they have any concerns specific to their own health, and please contact the office on 01884 251555 if anyone would like to speak to a member of staff.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ryan Palmer', written over a faint, illegible background.

Ryan Palmer  
Registered Manager  
Comfort Home Care