

COVID-19

Safety Measures

This is a short message to explain how we are working to ensure we can enter your home (or other place you spend your day) safely whenever we need to do so in order to provide you with our services.

To help us prepare for our visit there are a few **simple questions** our staff or contractors will ask **before** coming to see you:

1 Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?



2 Are you or any of your family considered vulnerable or have you been self-isolating?




3 Are you happy for us to enter your home and do you understand that we may need further access within it?



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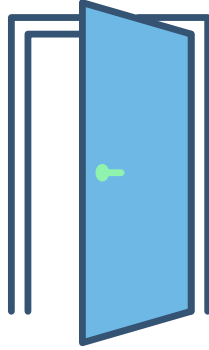
A woman with short grey hair and glasses is looking down at her smartphone. The image has a blue tint. A white speech bubble is on the left, and a white box with a green border is in the bottom right.

It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.

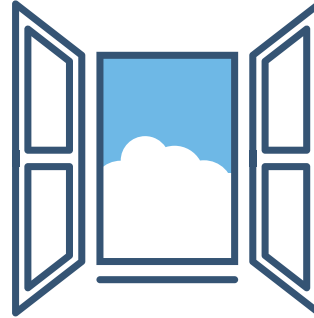
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Before our staff member or contractor enters your home there are some **simple steps** you can take to help us do so safely. **If possible, please:**

1 Leave all internal doors open



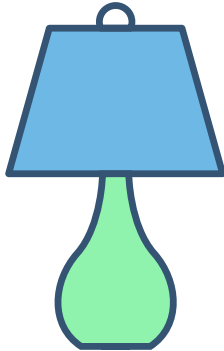
2 Leave windows open for ventilation



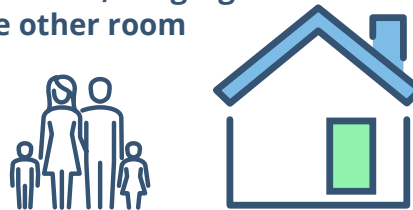
3 Keep clear pathways within the home, and free of any obstructions



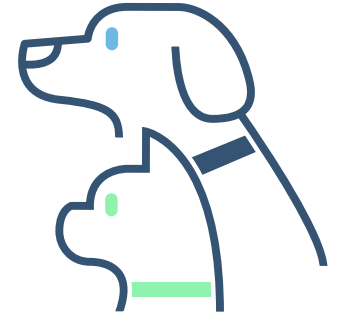
4 Keep all areas well-lit and open window coverings



5 Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room



6 Shut pets away safely within another room



A blue-tinted photograph of a family. A woman is holding a baby, and a man is leaning in to kiss the baby on the forehead. The image is used as a background for the text.

Our staff and contractors have received training on how to conduct their business safely whilst within your home and will take the following steps to ensure everyone's safety.

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8 simple steps our staff and contractors always take to ensure everyone's safety

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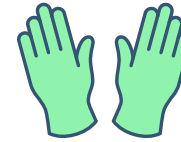
1 At all times, our staff and contractors will ask questions from a safe distance and where possible will do this from outside of the property.



2 Our staff and contractors will wash or sanitise their hands before and after every home they visit.



3 Our staff and contractors may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you.



4 Similarly, where required, staff and contractors may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you.



5 Any equipment our staff and contractors may use will be disinfected before and after each use.



6 To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property.



7 Our staff and contractors will take care to keep their own clothes clean during visits.



8 Where we have to spend a long time in your home, it may not be practical to stick rigidly to all of the above standards but we will do all that we can to minimise risk to everyone within the home, including our own staff and contractors.



A photograph of a family of three—a man, a woman, and a child—all wearing white face masks. They are gathered around a table, playing the game Jenga. The man is on the left, the woman is on the right, and the child is in the center. They are all looking down at the wooden blocks. The image has a blue tint and a white outline on the left side.

Thank you for
considering this.

We are committed to providing a safe working environment for our people and for service users whose properties we may have to enter from time to time.

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Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as **"Five Steps to Safer Working Together"**. You may have seen this poster which explains the five steps.

