



Independent
Living

CORONAVIRUS

Message for relatives or carers of residents

Alongside the care team, we're doing everything we can to protect our residents during the Coronavirus outbreak. We're following Government and NHS advice.

Who does what?

- The **care team** provide personal care to residents.
- Your Optivo **scheme manager** takes care of the building and supports residents with forms and paperwork

We all work closely together to make the scheme a safe and welcoming place.

Care provision

The care team will let them your relative or friend know if there are any changes to their care provision.

Optivo staff cover

Our Optivo staff team will be stretched over the next few months. Some staff are in 'at risk' groups and will work from home. Staff with children may be off work while schools are closed. Others are already unwell or will become unwell in the coming weeks. This means the scheme manager may not always be available. Team members residents don't know may visit the scheme to do fire alarm tests and other health & safety checks.

When staff are at the scheme, to protect residents they'll avoid any unnecessary face-to-face contact. Please don't visit the scheme office – phone us and we'll be happy to help.

When residents are unwell

We're asking residents to follow the NHS advice. They should stay in their flats and phone or use their pull cords to let us know. We'll contact them regularly until they're feeling better. If you need to let us know your relative or friend is unwell please contact us on 0800 121 60 60 and ask for a member of the Independent Living team.

If residents are very unwell we're asking them to phone 999, or use their pendants or pullcords.

Events in the lounge

We're cancelling meetings and events in the lounge until further notice. This is because the Government has advised over-70's and other people who are 'at risk' to avoid large gatherings, gatherings in smaller public spaces and gatherings with friends and family.

The Government advice also says: "You should contact your regular social visitors such as friends and family to let them know that you are reducing social contacts and that they should not visit you during this time unless they are providing essential care for you."

So we're asking you not to visit unless it's absolutely necessary.

We're also cancelling bookings of the guest room – even ones we've already accepted and confirmed. We won't accept new bookings. We'll of course refund booking fees – but bear with us – this may take a little time.

Staying fit and positive

We don't want anyone to become lonely or isolated. Current Government advice – which may change - is it's fine to go for a walk outdoors if you stay more than 2 metres from others. Other ideas they suggest are:

- look for ideas of exercises you can do at home on the [NHS website](#)
- spend time doing things you enjoy – this might include reading, cooking, other indoor hobbies or listening to the radio or watching TV programmes
- try to eat healthy, well-balanced meals, drink enough water, exercise regularly, and try to avoid smoking, alcohol and drugs
- keep your windows open to let in fresh air, get some natural sunlight if you can, or get outside into the scheme garden

You'll find it all the latest Government advice online at gov.uk.

Help with shopping

If you can help your relative or friend with shopping that may really help. We've asked residents to let us know if they're running out of food or medication. Contact the scheme manager if you have any concerns about other residents.

Post and parcels

The postperson and delivery people can still deliver to residents' flats. We're asking them to come straight in and out of the scheme without stopping to chat.

Restaurant/café

Meals will still be available to residents but the restaurant itself will be closed. We'll let your relative or friend know how to collect meals - or have them delivered if needed.

Hairdresser/other facilities

People from outside the scheme won't be able to use these unless they can come in and out without going through the building. If they need to close they'll let everyone know.

Cleaning and hand-washing

Our cleaners will pay attention to surfaces that are frequently touched. But their service may be affected by staff shortages. However, the Government advise the best thing we can all do to avoid the virus spreading is to wash our hands well and often. Hand-sanitiser is now very difficult to get hold but soap and water is just as effective.

Repairs

Please let us know if you have an emergency repair by phoning 0800 121 60 60.

Thank you for your support!

**Please let us know if you have any suggestions or questions.
Phone: 0800 121 60 60 [other contact media details]**