



Independent
Living

CORONAVIRUS

Message for relatives or carers of residents

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

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 scheme

We're cancelling meetings, activities 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. Most of the people who live in the scheme are in this vulnerable group.

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 rooms – even ones we've already accepted and confirmed. We won't accept new bookings. We'll of course refund booking fees but this may take a little time to arrange – please bear with us.

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. We'll put them in touch with local services that can help. Some supermarkets are opening at certain times or assigning delivery slots to over-70s.

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.

Staff cover

Our staff team – including the Concierge service - 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 be unwell in the coming weeks. This means office staff may not be at the scheme as much as usual. And of course we'll continue to do our best to maintain the 24/7 Concierge service but there may be times this isn't possible. If this is the case pull cord alarms will still be answered. We'll carry out fire alarm tests and other essential health & safety checks – but maybe not on their usual day.

To protect residents we've asked staff to observe 'social distancing' rules and avoid any unnecessary face-to-face contact. This means Concierges may be on duty in the office rather than at the front desk.

Facilities

Hairdressers are currently open to residents. Visitors can also use the restaurant at Halton Court if they use the outside entrance and don't go through the lobby. We may need to review this if Government guidance changes.

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. We're currently unable to provide hand sanitiser. But soap and water is just as effective.

Repairs

Please let us know if your relative or friend has 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