



To All Family, Friends and Visitors to Hayfield

18th March 2020

Dear Relative, Friend, Visitor and Service Users

As advised by the government and as we start to follow our contingency plans to support and care for our service users during this period of uncertainty with coronavirus (COVID-19) pandemic we are asking for your help and support during this period.

We are asking that we have **NO VISITORS** except Healthcare professionals into our residences.

This is to ensure that we keep your loved ones as safe as possible as it is clear that this virus is very contagious.

Please contact me or one of my staff if you need to discuss this further but I have the safety of ALL my service users and staff to ensure under very difficult circumstances.

We have moved into the first phase of our pandemic planning which is to keep service users at their residences and to close the day services building for all but essential administration, finance work and planning. Care and support staff and cleaning staff will work from the residential premises ensuring that there are not too many people at each residential location. Your relative or friend will be given the best care and attention in the circumstances and indoor activities are being planned as well as small group or 1-1 trips out to local parks for fresh air and exercise.

We have contingency plans in place for managing food and medicine stocks.

For contact with your family member or friend we have Skype in all our locations. No-one is underestimating how difficult this next period will be but we ask that everyone is conscious of the welfare of one another.

We have a number of policies that have been in place since day one of this crisis regarding thorough hand washing, social distancing as much as is possible whilst ensuring that life in our services remains as comfortable and sociable as possible.

We understand that this is a worrying time for you and I want to reassure you that we are doing everything to ensure that everyone is as safe as possible and we are fully up-to-date with advice from government, public health authorities and protection teams.

At present we have no cases where anyone has symptoms of COVID-19 but the next phase could potentially be that we seek your help, if you are able and symptom free, to take your relative to your home to stay with you for a period. In no way do I wish to be alarmist but depending on staff welfare (and we have a strong and healthy team of both permanent and relief staff) but if sufficient staff should get the virus we may have to move to this course of action.

In addition, in the short-term, for visits home by your loved one, these can only take place if you are completely symptom free. If you or your relative develop any symptoms while they are home visiting then they would require to stay at your home for 14 days or whatever the latest guidance advises.

If you have any questions please do not hesitate to phone any of your usual contacts or me. If you need to email me please do not hesitate to do so – judy.byrne@hayfield.org.uk

If you have any additional advice or suggestions for the safety, welfare and health of your loved one and the whole Hayfield team, please let me know.

Keep safe and well.

Kind regards

Judy Byrne
Director
On behalf of the Hayfield Team