



24<sup>th</sup> April 2020

Dear Customer,

We hope that you and your families are keeping safe and well during the pandemic. Please find below the latest updates in relation to the response to Covid-19(Coronavirus).

#### PPE (Personal Protective Equipment) – Bluebird Care Update

Whilst the official guidance on use of masks remains the same at present, we have now managed to privately source some surgical masks with which to equip our staff. This is in order to provide some additional protection for both customers and staff from airborne particles during the pandemic period.

I should emphasise that the sourcing and deployment of surgical masks during this time is our company policy only, and as with our use of antiseptic hand gel is over and above the infection control standards recommended by the government. Therefore, please find amended PPE guidance as per our company policy.

If Bluebird Care is

- Caring for someone who has Covid-19
- Caring for someone with symptoms of Covid-19

We will wear full protective equipment - gloves, aprons, single use fluid resistant face masks and eye protection.

If Bluebird Care is

- Caring for someone deemed very vulnerable (we will have discussed with you if you are in this category)

We will wear gloves aprons and single use surgical face masks.

If Bluebird Care is:-

- Caring for any other customer

We will wear gloves aprons and sessional shift use surgical face masks. Mask and eye wear usage applies to the pandemic period and this policy will be amended in due course.

### Staff testing positive for COVID-19 (Coronavirus)

We have unfortunately had both staff and customers testing positive for COVID-19.

Due to the prevalence of the disease and the lack of a contact trace testing regime to date, it is not possible to confirm where or when the initial infection took place.

Therefore, in the event of a member of staff testing positive, we are contacting by telephone all customers with whom the carer had contact in the previous 14 days. This is a precaution in order to make customers aware that they should monitor their own health and in particular dial 111 for advice if they have either a high temperature and / or a new, persistent cough

Please note that for reasons of confidentiality we will under no circumstances give out the name of the carer, and we would ask you to respect this.

### Bluebird Care Personal Support Service (PSS)

Our team member Graham has commenced telephoning customers just to check all is well and to make sure you have everything you need. We will continue this throughout the duration of the epidemic. This of course does not prevent you calling us if you need to.

We will send updates on a regular basis but in the meantime please call us if you have any concerns. Our telephone number is 01845 440271. Our offices remain open as usual.

Kind Regards,

Heather Price, Director

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