



# Bluebird Care Hambleton and Richmondshire

Customer Newsletter: March 2021

## Dear Customer, A Very Happy Easter to All!

We hope that you and your families are keeping safe and well during the pandemic.

In this month's newsletter we will cover:

- Covid-19 Update
- Covid-19 Vaccinations Important Update
- PPE (Personal Protective Equipment) Update
- Office Team Update

Please find below the latest updates in relation to the response to Covid-19 (Coronavirus).



## Covid-19 Update

As you will be aware, the country is in third lockdown with numerous restrictions in place.

Rates of COVID, hospitalisations and deaths are waning which is extremely good news.

**I am pleased to report that at present we are not aware of any staff or customers who have tested positive for COVID.**

Our staff continue to be tested weekly.

If you need any advice about the measures in place nationally, please do not hesitate to contact the office.

For further information on the local alert level and what this means you can check online at

<https://www.northyorks.gov.uk/local-covid-19-alert-level-and-restrictions>

**T: 01845 440 271**

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### Covid-19 Protective Measures

As the pandemic continues, we have a wide range of measures in place to protect our customers and staff from the virus, including:

- All care staff have full PPE (Hr masks, gloves aprons, eye protection) plus 70% alcohol hand sanitiser, also visors if required.
- Staff are issued with a bag to protect their PPE.
- Weekly COVID testing of all staff
- We do not accept hospital discharges without a negative COVID test
- Individual risk assessments completed for all staff who may be vulnerable
- Regular monitoring of guidelines via Gov.uk and webinars with Head office, Local Authority
- Increased cleaning regime
- All care staff have had refresher training including infection control
- No staff sharing vehicles
- Full office risk assessment in place as per HSE requirements
- No sharing of office equipment including pens
- Care staff attending office wear masks and socially distance, all carers and other visitors to site must book appointments to minimise footfall
- Supervisions and reviews etc are done remotely where possible

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### Covid-19 Protective Measures Continued

- Office staff split into A and B teams to assist social distancing – half of the team work from home on alternate days
- If office staff tested positive, the group would need to self-isolate
- Glass screens in place for all office staff and in training room
- Increased ventilation – windows door open if practicable
- No hot desking
- Use of outdoor space for breaks wherever possible
- Touch free Hand sanitiser stations x 3 in office
- Signage and mats in place regarding social distancing, hand washing, hand sanitiser
- Professional waste disposal
- Temperature checking at office entrance
- Increased hand washing facilities - antibacterial hand wash no touch dispenser paper towels
- Appropriate disinfectant spray and disposal cloths in line with COSHH
- PPE stock managed by Directors to ensure adequate supplies
- Any staff testing positive need negative test before returning to work
- All staff aware of need to self isolate if have symptoms / positive test
- We have recently invested in a fogging machine and a temperature checker

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### Important Update – Covid-19 Vaccinations

**The vaccination programme is now continuing by age band. The government has recently announced that anyone 50 or over can book a vaccination on the NHS website.**

**The link to book is:**

[Book a coronavirus vaccination – NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/)

**Or type the following into your search engine:**

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Vaccinations are being carried out at GP's, in hospitals, some pharmacies and in large regional centres, our nearest being Newcastle at present. If you need assistance to attend one of these settings for vaccination, please contact the office.

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**Over Easter, our staff will receive their second jabs which is fantastic news!** A very small number of staff could not receive the vaccine due to medical advice.

The vaccine does not prevent our staff from catching COVID-19 but it reduces the risk of serious illness from the disease.

It is not yet known whether or not people who have received the vaccine can transmit the disease to others, therefore all of our staff should still be wearing full PPE.

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### **PPE (Personal Protective Equipment) Update**

Official guidance on the use of face masks and other PPE in social care settings has **not** changed since our last letter to you.

Therefore, our Carers will continue to wear all other PPE as per last letter.

**This is the case whether or not they have been vaccinated.**

**Please be aware that carers need soap and hot water available when they visit you, in order to thoroughly wash their hands before using their antibacterial gel.**

This is in line with government advice, and we have issued specific guidance to our staff on handwashing.

We have ample stocks of PPE and have established reliable supply lines, however we remain vigilant and all stocks of PPE are reviewed on a weekly basis.

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## Team Update

Our registered manager Vicki Cole is leaving the company by mutual consent. We hope you will join us in wishing her all the very best in the future. We have started the recruitment process for our new registered manager.

We are pleased to welcome Sophie Jackson to the team as our new marketing and recruitment officer.

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We will send further 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 Bluebird Care

Hambleton and Richmondshire



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