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## Letter for Customers and their Families 27<sup>th</sup> March 2020

To our customers and their families,

We very much appreciate the confidence and trust you place in us to deliver quality home care and support to you and /or your loved ones. Given the current situation with the coronavirus (COVID-19) and the media coverage which is ongoing and changing daily, it is important that we all take extra steps to promote the health and wellbeing of our customers, their families and our care teams. We therefore felt it prudent to update you as to the measures we have taken, and will continue to take to minimise the risk of exposure to COVID-19.

The situation changes by the day and so we are actively ensuring our business contingency plans are appropriate and ready to implement if necessary.

The key issues for us is keeping both our customers and staff safe, and ensuring we have sufficient staff in place to deliver the quality care you and your families deserve.

With a view to ensuring that our branches have sufficient staff, our policy team at Head Office have recommended that we consider temporarily fast tracking our recruitment processes as follows:-

- 1) Allow new staff to start work when we have received the first part of their DBS check (Adult First), rather than waiting for the full check. The first part of the check indicates whether the applicant is barred from working with Adults and Children.
- 2) Deliver mandatory induction training only, with additional training to be done when this is practicable.
- 3) Allow new staff to start when we have received one reference, rather than waiting for two.

We have not yet implemented these measures, and may never need to do so, however we feel the need to plan for a “worst case scenario”.

In relation to DBS (police) checks, we are expecting the new Fast Track DBS process to commence nationally, with full checks being returned inside 24 hours. Indications are that this process will start next week. If so, this would mean that we would have no need to implement 1) above.

If implemented, the above measures would be temporary only. They are completely in accordance with guidance issued by both the CQC and our Local Authority.



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If you have any concerns about the above contingency plan, please do not hesitate to contact one of the directors.

This area is now seeing cases of COVID-19.

Therefore, we are once more asking for customer and families' support in the following ways:

Please contact us immediately if you or a family member:

- Have any symptoms of respiratory illness, including a cough, fever, sore throat, runny nose, and/or shortness of breath;
- Have been diagnosed with or exposed to anyone diagnosed with COVID-19;
- Have reason to believe you, someone in your household, or someone you have close contact with has been exposed to COVID-19; and/or
- Have travelled or anyone in your household has travelled abroad in the last 14 days

Thank you for your continued trust in us here at Bluebird Care. We appreciate your understanding and cooperation as we work to support the health and wellness of our valued customers. Our teams will continue to provide updates as needed and of course you are most welcome to contact us by telephone or email if you have any questions or concerns. Our website is being kept up to date and further information and links to additional sources of information can be found there too.

On behalf of everyone at the company may I wish you and yours the best in these difficult times.

Yours faithfully,

Heather Price