

04 January 2022

Covid update: White Willows

Dear customer and relatives,

As we are now all aware, the COVID-19 situation is a fast changing one. We have already made changes to help restrict the spread of the virus in our services, such as increasing ventilation and the wearing of face coverings. We have now escalated our response at White Willows because we have a few confirmed cases of COVID-19. Access to the building is restricted to essential visits only. The Café will remain open but only for residents of White Willows.

What does this mean for me and my relatives?

- Your relative/carer should only visit if they provide essential care for you. They should not visit if they are symptomatic, and they should wear a face covering in communal areas.
- SYHA and Care staff will call to check on your wellbeing and monitor your health to see if you have any symptoms
- Care teams and SYHA staff may wear additional personal protective equipment

What if I receive care from an external provider?

- Your normal provider should continue, and they will be allowed into the building. If a family member is a designated carer, they will also be allowed to provide essential care.

To help yourself stay well while you're at home:

- Drink plenty of water to stay hydrated
- Stay in touch with family and friends over the phone or on social media, to help you avoid feeling low or lonely

What if I'm self-isolating?

- Wash your hands with soap and water often, for at least 20 seconds and/or use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Clean objects and surfaces you touch more often (like door handles, kettles and phones) using your regular cleaning products

We know this is a worrying time for you and for your relatives and we also ask that you share this letter with your family. SYHA staff are focused on monitoring your wellbeing and ensuring the building is regularly cleaned. This means we may not be able to respond quickly to your relatives calls and ask that they look out for further updates on our website at www.syha.co.uk

Yours sincerely.

Phil Parkes

Head of Service