

20th April 2020

Dear Customer,

Re: Important update on Whinn Dale

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 closing communal areas. We are now escalating our response at Whinn Dale because we have several suspected and some confirmed cases of COVID-19 on site and customers in hospital.

What's changed?

Access to the building is now restricted to essential visits only and we request that you stay in your flats wherever possible.

What does this mean for me and my relatives?

- Your relative/carer should only visit if they provide essential care for you
- You will see more SYHA staff at the weekend as we clean communal areas more frequently
- SYHA staff will call to check on your wellbeing and monitor your health to see if you have any symptoms (continuous cough, temperature, shortness of breath)
- The meal delivery service will continue
- Care teams 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
- Try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- Do light exercise, if you feel well enough to

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
- Put used tissues in the bin straight away and wash your hands afterwards
- 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 – an essential step to control the virus. 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 www.syha.co.uk.

Yours sincerely,

Phil Parkes

Head of Service