

## FAQ for relatives

What do I need to do?

The most important thing we can all do to fight coronavirus (COVID-19) is stay at home as much as possible, to save lives and protect the NHS. There are some important steps we all need to take. This will help slow the spread of coronavirus.

- Only go outside for food, health reasons or work (where this absolutely cannot be done from home)
- Stay 2 metres (6ft) away from other people (social distancing)
- Wash your hands as soon as you get home

This means we all need to avoid going out or meeting up with friends and family. You can keep in touch using phone, internet, and social media – we can help with this!

How will your staff work with residents during the outbreak?

Our primary aim is to protect your relatives and our staff. We are minimising face-to-face contact to lower the risk of spreading the disease. We are available to speak to residents by phone during office hours. We are currently dealing with a lot of enquiries, so may not be able to get back to you as quickly as normal. We also ask that you only visit the office in an emergency. This is so we can maintain social distancing.

Does this mean I can't visit?

We know how important it is to stay in touch with loved ones. While there is currently no ban on visits from close relatives (we have restricted under 16s), government advice is clear that everyone should stay at home. You should only visit relatives if there is an essential need (for example, bringing food or medication, or helping with personal care). If you do need to visit, please wash your hands on entering and leaving, and move quickly through communal areas to get to your relative's property.

Can I enter my relative's property?

Wherever possible, items should be left outside the door and you should not enter the property. When your relative opens the door, you should stay back 2 metres. We

appreciate that in some instances this will not be possible (if your relative is housebound, or unable to collect the shopping or put items away). In these instances, you should enter the property but remain 2 metres away from your relative to protect them.

Are you doing any extra cleaning?

We have increased cleaning of communal areas and areas that are frequently touched. South Yorkshire Housing Association keyworking staff are spending additional time with housekeeping staff, as we are stepping up cleaning and disinfection in all communal areas.

My relative has a cleaner. Can they continue to visit?

If you employ a personal cleaner, you should think carefully about how this increases the amount of time and frequency of contact with your loved one. Government advice is clear that over 70s and those with underlying health conditions need to be protected by social distancing. We strongly recommend that you should consider cancelling any service that brings people frequently into your relative's home.

Can my relative do their laundry?

The laundry room will remain closed and locked, with access strictly limited and only one resident allowed at a time.

Will you help deliver essential food items to my relative?

Our care teams are on hand to help with care packages. We would ask that families support by placing online food orders or bringing in food in the first instance. South Yorkshire Housing Association keyworking staff can support with online food ordering where there is no other option available for that resident.

My relative has a parcel being delivered. Can staff bring it to them?

South Yorkshire Housing Association and care staff are experiencing a very busy time, with additional staff having to be brought in because some staff are selfisolating. Many courier companies are currently not entering the building and are leaving parcels outside. Our staff don't currently have the capacity to deliver all

of these. You may wish to have these items delivered to your home and bring them in on your next essential visit.

What happens to meals now the dining room is closed?

We have been working hard to maintain dining services (if applicable for where your relative is living), but have had to close the dining rooms in line with government guidance. We are currently maintaining full dining services, but we are reviewing how and what we can serve. We will keep residents updated on any changes.

Additional update in Extra Care

In some of our extra care services we have put in place additional measures. We have done so because we have customers with suspected symptoms and/or an official diagnosis. These measures are aimed at restricting the spread of any virus within the location. Additional measures are currently in place in the following services:

[The Meadows](#)