

## Westmeads and The Meadows

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 e.g. increased ventilation, masks in communal areas. We have now escalated our response at Westmeads and The Meadows because we have a few suspected and confirmed cases of Covid-19 on site. Access to the building is now restricted to essential visits only. We will continue to monitor if we need to close communal lounges. We will continue to make sure all areas are well ventilated.

### What does this mean for me and my relatives?

- Your relative/carer should only visit if they provide essential care for you
- SYHA 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
- 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 and Guinness 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 [www.syha.co.uk](http://www.syha.co.uk)

Yours sincerely,

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