



CORONAVIRUS COVID 19

RESIDENT BRIEFING NOTE

On Tuesday the Prime Minister announced tough new restrictions to halt the Coronavirus pandemic.

The key advice is 'STAY AT HOME' You should only go out for essential shopping, or once a day for some exercise. Whilst you are out you should make sure you are 2 metres – 3 steps – apart at all times.

To help you 'STAY AT HOME' and minimise social contact we have taken further measures to both protect you and provide essential support at this difficult time.

This Briefing note summarises all the new arrangements.

To reduce social mixing, we had already ceased all ACTIVITIES and closed the CAN COOK CAFÉ. We have now also closed the HAIR SALON, ACTIVITIES ROOM, GAMES ROOM, LAUNDRY, GYM and LOUNGE AREA in the HUB.

Park residents are now instructed not to come into Trinity House Hub, where some of our most vulnerable residents live.

If any resident needs to report a REPAIR needed at home, please do not come to the Hub Reception in person. Please telephone your concern to the Hub Reception 0151 346 8840. This same advice applies to any queries you may have.

VISITORS: We strongly recommend you not to have visitors in line with the Government's advice to protect both you and them. If they have some shopping or other items for you, and you live in the Hub, they can leave this at Reception and we will deliver it to you. The same applies to DELIVERY DRIVERS coming to the Hub. They should leave items at Reception to avoid potentially spreading the virus in the building. Please do not give them access to the private residents' space if they ring your number.

EXTRA SUPPORT AVAILABLE

Customers of Can Cook Café – Everyone has been asked if they need one of our Home Care Team to cook lunch for them. Anyone who thinks they need this they need this help please contact Hub Reception and Tammy or Amy will be in touch to discuss your needs.

Laundry – Anyone who uses the Hub Laundry can have a weekly wash provided. Home Care staff will collect and return your laundry. Contact the Hub Reception if you need this service. If you do ring the Hub, can we ask that you place all your laundry into a red bag and seal it (**provided with this briefing note**). Can you then provide us with your washing powder/liquid of choice and payment and this needs to be outside your homes by 11am on a Monday or Wednesday.

Shopping – Everyone should have been contacted to discuss your shopping needs. We are offering a weekly shopping service to anyone who needs this. Many people are now using this. If at any time this is wanted by yourself, again contact the Hub Reception. If you do ring the Hub and opt for this help can you do a list of your normal weekly shop and leave this outside your home for 2pm on a Monday or Thursday and a staff member will go shopping on a Tuesday or Friday only. The staff member will knock on your door to collect the money. Please leave it in an envelope with your name on at the threshold and stand 2 meters back when you open the door. A receipt and change will be provided when your shopping is delivered. Can I remind you that this is for a weekly essential shop.

Safe and Well Telephone Check – We want to make sure all residents feel well and are managing. Things can change very quickly with this virus. We will be starting a system of a quick telephone call on a regular basis to residents to make sure all is well. This is particularly important for those living alone. REMEMBER if at anytime you begin to feel unwell with a new persistent cough and or a high temperature please telephone the Hub Reception 0151 346 8840. **Out of office hours please telephone 0151 368 3994**

These measures are designed to reduce social mixing and therefore limit the spread of any infection. The extra support discussed above is designed to keep you and your family safe. Please follow the advice and use the extra support if you need it.

DON'T FORGET. It is still important to REGULARLY WASH YOUR HANDS FOR 20 SECONDS and whilst out, maintain the 2 metres social distancing.

These are difficult times. Please follow this advice and keep safe

M Howarth
Welfare Manager
25 March 2020