



IMPACT CARE

The home of carers who care

Dear all,

We very much appreciate the confidence and trust you place in us to deliver quality home care and support to you and /or your loved ones. Given the current situation with Coronavirus (COVID-19), it is important that we all take extra steps to promote the health and wellbeing of our clients, their families and our care teams. We therefore felt it prudent to update you as to the measures we have taken, and will continue to take to minimise the risk of exposure to COVID-19.

We have effective infection control policies and procedures in place as part of our commitment to providing excellent care and these are being reinforced regularly. The situation changes by the day and so we are actively ensuring our business contingency plans are appropriate and ready to implement if necessary. With this in mind, we may need to place temporary limitations and restrictions around some of our care visits although any changes to the delivery of care packages will be fully communicated and properly assessed. In the meantime, we are focused on minimising risk and are adopting a preventative stance.

Therefore, we are asking for clients and families' support in the following ways:

There are three simple actions we must all do to keep on protecting each other



Wash hands

keep washing your hands regularly



Cover face

wear a face covering in enclosed spaces



Make space

stay at least 2 metres apart - or 1 metre with a face covering or other precautions



If you have any coronavirus symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

[Get a test](#) and stay at home

Please contact us immediately if you or a family member:

- Have any symptoms of respiratory illness, including a cough, fever, sore throat, runny nose, and/or shortness of breath.
- Have been diagnosed with or exposed to anyone diagnosed with COVID-19.
- Have reason to believe you, someone in your household, or someone you have close contact with has been exposed to COVID-19.
- Have travelled or anyone in your household has travelled abroad in the last 14 days.

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We understand the need for families to keep in contact with their loved ones. However, with the increased rate at which the virus is spreading, we are asking that only essential visits are made and we encourage that masks are worn during the entire visitation period. For any nonessential visits, we strongly advise that families stay home to keep everyone safe especially for all our clients who fall in the vulnerable category.

Thank you for your continued trust in us here at Impact Care. We appreciate your understanding and cooperation as we work to support the health and wellness of our valued clients. Our teams will continue to provide updates as needed and of course you are most welcome to contact us by telephone or email if you have any questions. For the latest Government Guidance on this matter, please visit the website below;

<https://www.gov.uk/coronavirus>

Thank you for your continued custom,

Kind regards

Charles Mugagga

Director

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