

Dear Carer

As we are all aware this is difficult times for everyone but even more difficult for those most vulnerable in our communities. Many people's lives and well-being depend on the care we provide for them and you are in the front line of providing that care. A big thank you to you all always and in particular in this difficult time when your work and what you do for each vulnerable person makes such a big difference.

It is important for us to be clear about certain things so that we can do our job to the best of our abilities. I have highlighted these below:

-The Government message of last night said " now is the time for everyone to stop non-essential contacts with others and to stop all unnecessary travel." We need to be clear about what non-essential means. Our job as providers of care to vulnerable people is essential and therefore carers do need to continue to go to work, visiting Customers to support and care for them.

-It is important that you wash your hands with soap and water for a minimum of 20 seconds. You should do that when you arrive at customer's house, between each tasks "personal care" and "supporting with meals" and "supporting with medication" and before leaving customer's house. Repeat the same thing for each time you arrive and leave a Customer's house. When you arrive to your home wash your hands with soap and water before touching anything.

-There is currently shortage of protective clothing such as gloves, apron, masks. Therefore, we are asking our carers to use gloves only once during their visit to the customer and only for providing personal care.

Some of you may think you need to wear mask when visiting customers but it is only necessary to wear masks if the person you care for is suspected of having the virus or actually having the virus which in that case we will put additional measures in place.

-If the Customer you have been supporting has decided and informed us to stop the support for now, we still have other Customers who need our support and you will be contacted by office staff to check your availability. It would be great if we can support as many people as possible in this difficult time.

-Please take care of yourself, while caring for others and at all times. Keep a two meters distance between yourself and other people when in the community, do not go to gatherings such as visiting friends and families, weddings, parties. Travel outside only for essential reason such as going to work and buying essentials.

-In addition to your ID card we have produced a letter of ID that we are asking you to carry with you together with your ID card when travelling for work. Please ensure you carry both with you when travelling for work.

Once again, thank you for being such a valuable part of East London Care And Support Limited team which is us all together, doing what we do best, that is caring for the most vulnerable and doing it now when it matters most.

Thank you

Farah