Covid 19 Update 4

July 2020

Dear clients and families,

With more easing of lockdown imminent I just wanted to write to you all again.

Business and shops are opening up and the travel restriction has been lifted.

I am sure you are all aware that the easing of lockdown does not mean the virus has gone away. It means that the government must restart the UK economy.

Our area in Conwy has seen a recent surge of cases. Probably due to Anglesey meat packing factories and their workers travelling from outside the area. There are currently over 40 cases of Covid 19 in Llandudno hospital alone. Bangor and Glan Clwyd have many cases.

It is Primecare's plan to continue to work in the same way. We will continue use our high level of PPE and staff will continue to isolate at home. Our team makes this sacrifice gladly to keep your loved ones safe.

Please understand that PPE is difficult to wear in hot homes and in hot weather. Carers will be more tired and will need longer to complete tasks. Some things may not get done because of this. I ask you to be patient and understand that the team is working under difficult circumstances.

I need all of you to contact your extended families and ask them to respect the Covid 19 measures outlined below. They need to know what is expected of them, and I ask that you tell them on my behalf, so that everyone is clear on how to keep us all safe.

* You must not into your loved one's home. It is safer to stay outdoors.
* Meet outside only and always wear masks.
* Always use good hand hygiene, especially just before and after your meeting with them.
* If you intend to eat during your visit, then bring your own food and utensils. Do not share food or utensils.
* If you are unwell, or someone you have met or been near to recently is ill, please do not visit your loved one. Wait for 14 days before visiting.
* If you shop or deliver medication to your family member wear a mask and clean gloves. Only stay in the home for the shortest time possible. If you can avoid going inside that is safest.
* Please remember that you should keep to the 'two bubble household'. It is not safe for more than one other household to visit the vulnerable person yet.

I understand that you are desperate to see your loved ones and. But I am asking you all to remember that this virus is a killer. It will, almost certain kill a vulnerable person. These measures are the safest thing for everyone concerned.

So far, Primecare has kept all our clients and staff safe and well during this pandemic. We need to keep working together to keep safe for all our sakes.

As always, if you feel you cannot keep to these guidelines, I understand. Contact me and I will arrange for a new care team to take over from us.

If you have any questions, please let me know and I will do my best to answer them.

Kind regards and stay safe,

Sue Mortimer

Care Manager