



Custom Home Care Ltd

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Date: 20.3.20

Custom Home Care is providing the following information to offer you and your family reassurance about the things we are doing to keep our clients safe.

Our clients and members of their families are naturally very concerned about the current corona virus pandemic, as are we.

Initially, the most important part of our planning has been to remind all staff of the importance of frequent and good hand washing techniques, using soap and warm running water.

- This is singularly the best way to avoid contamination and to prevent the spread of infection.
- The most important way you can help is to ensure carers have access to soap and warm water on their arrival at your home.
- Carers will be expected to continue to wear gloves and aprons when they deliver your care.



We are monitoring the situation on a daily basis and working with advice from official agencies and the latest scientific and clinical advice.

- Alcohol gels do not offer as much protection and should therefore only be used in circumstances where water and soap are not available.
- Facemasks are not effective in most cases and will not be worn routinely by staff.
- It is possible, however, that people who need care who have contracted the virus may be asked to wear a mask to prevent their spreading the virus to others.

In the event that care staff contract corona virus

We will need to commence our normal contingency arrangements which will include:

- Organising remaining available staff to deliver care on a priority needs basis rota.
- Changing your call times so that vulnerable clients with no other support networks, who require critical medical and physical support, or who are wholly dependent on the care and support of our care staff, have their needs met first.
- Contacting you and your family and asking for assistance with some support calls we would normally attend.
- Altering the length of your call to include critical support only.

We hope you understand these changes will be put into force to maintain the safety of clients and carers. Please do not be offended if physical contact with our carers is kept to a minimum.

We will be monitoring the information as it is updated from official agencies and will keep you informed of any new actions we may need to take.

UPDATE: Carers have all been informed to let family members know in good time if food items are running low so they can be replenished.

Yours sincerely



Caroline Parsons

Registered Manager