



Care & Repair Cymru

COVID-19
Important information



Working in your home, and keeping you safe from coronavirus

Improving homes, Changing lives

Care & Repair Cymru is a registered charity:
Charity number 1163542



Why it's important that Care & Repair carries on working

Care & Repair provides services and support that help older people stay independent in their own home. During the Coronavirus pandemic people have been spending more time at home, so our help is needed more than ever. This includes those who are self-isolating from personal choice, if they have symptoms, or shielding if they are classed as very vulnerable and have received a letter advising not leave the home at all.

To help protect your health, safety and well-being, it's important we continue to operate and support you with crucial work such as adaptations (things like stairlifts, level access walk-in showers, hand rails, grab rails and ramps), and essential repairs (such as electrical safety, plumbing and drainage, gas, dampness, leaking roofs and windows, and making homes fit for safe habitation).

Our workers are 'key workers' as defined by the Welsh Government, and as such we can carry on providing our services in communities and homes, as we are helping to keep people safe and well. We understand that the thought of our workers coming into your home may be concerning, so this information is to re-assure you that the way we work will protect you and your family, as well as keeping our Care & Repair workers safe.

The way we work will protect you, your families and our workers from spreading the Coronavirus

Personal Protective Equipment

Across Wales, we have worked hard to ensure all our staff have the correct **Personal Protective Equipment (PPE)**. Our PPE guidelines tell our workers about the different types of PPE they need to use in different situations, so our teams will always use correct PPE to protect you and them. Our guidelines also cover safe working practices and hygiene processes, and we will strictly follow social distancing rules.

We have developed our PPE guidelines taking into account published advice and guidance from Public Health Wales, the NHS, and Welsh Government, and keep them under constant review. All of this is needed to help us do our work, whilst protecting you from the virus and avoiding spreading infection.

There is no need to be concerned that we are wearing protective equipment such as masks and gloves. We are following public health and government guidelines that help keep both you and our workers safe.



What can you expect from us?

- We will always phone ahead to speak to you about whether you are self-isolating or shielding, talk to you about your concerns, and tell you what to expect and how to prepare for when we visit you at home.
- We will use the correct Personal Protective Equipment.
- We will maintain strict social distancing, and keep a minimum of 2 metres from you and members of your household at all times.
- We will clean and sanitise all mobile devices regularly.
- We will safely dispose of PPE by double-bagging and removing from your home for careful disposal by us.
- We will listen to your concerns, and respect your wishes.

When we are doing work in your home:

- We will disinfect our tools and equipment, and not bring anything unnecessary into your home such as work bags, paperwork or tools that aren't being used.
- We will sanitise tools and equipment after every use, either using detergent and water, or sanitising wipes.
- We will wipe down and clean the general work area on arrival and after leaving your property, either with detergent and hot water or appropriate sanitising wipes.

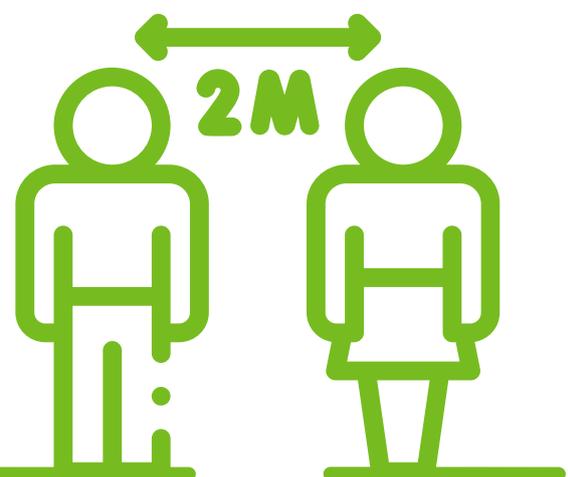
- We will wipe down key points in our vehicles regularly with detergent and water, or sanitising wipes when not available.

What do you need to do?

1. When we phone before we visit, do tell us whether you are **shielding** because you have received an official letter telling you to stay at home, **whether you feel unwell** or have symptoms (especially a high temperature, new continuous cough, or have lost your sense of smell or taste), or whether you have decided to self-isolate at home as your own precautionary measure. This information will help us decide what PPE we need to use.
2. Open your windows and ensure your home is well-ventilated before we arrive.
3. Ask to see our ID. It is always important that you do this before you let anybody into your home.
4. Keep a safe distance of at least 2 metres from our workers at all times.
5. If you can, after we've discussed the work we will be doing, stay in a different part of the house to where work is being undertaken.
6. Do not feel the need to offer our workers any refreshments, they will completely understand why.
7. Always speak to us about any concerns you have, even while we are in your property.
8. Most importantly, remember to maintain good social distancing of at least 2 metres away from our workers.

It is important to keep making sure that your home doesn't harm your health, well-being and independence. Care & Repair is still here to help you do this, and we've changed the way we work to keep both you and us safe while helping prevent the spread of coronavirus.

We hope that this information helps inform and reassure you. If you still have questions or concerns, remember to let us know when we phone. We will be happy to talk these through and make sure you are comfortable with us visiting and working in your home.





Care & Repair Cymru

www.careandrepair.org.uk

find us on



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