



Monday 18th May 2020

Hello Everybody,

The first thing I want to say to you all is, thank you! Thank you for showing such courage to continue your work in the such a scary time. And thank you for being so dedicated to the lives of the people you care for. The residents you care for are not part of a national statistic, they are individuals, who deserve the best care and love. I want you all to feel very proud of the fantastic job you are so courageously doing.

In March we closed our doors and devised a battle plan to protect our residents, colleagues and friends and families. Due to the discipline and dedication you have shown in sticking to the plan we are currently winning this battle.

This plan has come with huge sacrifices, most notably having to stay away from family members and friends. I understand how hard this is and can only thank you for your dedication.

I also understand how uncomfortable wearing layers of PPE, face masks and visors are. I know by the end of your shift hands and eyes are sore and that the extra pressure adds to a higher level of fatigue.

It is both difficult and unnatural to follow the social distancing rules both in work and out of work. For the last 9 weeks you have had an extra task of providing emotional support to our residents who are unable to see their loved ones and to each other.

You have all shown incredible commitment in fighting this as a team and it has really paid off but I now need to ask you to keep going. You may have seen on social media that Herefordshire is in the top 3 regions of confirmed cases in England with 42.3 people infected per 100,000 in the population. This figure is quite shocking when compared, for example, with the 2.6 people per 100,000 in Bath and Somerset and 2.3 people in Bedford per 100,000.

This data is a really alarming and put simply Herefordshire has moved from one of the lowest cities with positive cases to one of the highest. This means that if we relax any of the measures we risk undoing the incredible work you have done.

The national campaigns are continuing and you will have heard that testing is now available for all residents and staff. With this new availability we tested all staff and residents at Coldwells House last Friday and I am delighted to let you know that the results have come back negative for all staff and residents.

Testing is now a key part of our strategy to keep the virus out of our homes, so we are now in the process of testing everyone, both staff and residents.

Please continue to strictly follow the additional infection control processes with hand washing, wearing surgical face masks at all times, additional bleaching of touch spot areas and follow the social distancing for handover meetings, staff break-times etc

The relaxation of the government guidelines means that we have to be even more aware of the risk of infection and we have to be alert. People are returning to work, using public transport and gathering in parks and beauty spots which all results in an increased risk of infection for health and social care staff.

It is of utter importance that we stay vigilant, whilst we are winning the battle in our homes It only takes one slip up to devastate many lives and so I ask you to continue to keep to the incredible standards you have shown in the last 9 weeks. Please remember that no visitors are allowed into the building without the agreement of your manager and this includes health care professionals.

Please look after yourselves, be kind to each other and if you have any difficulty accessing supermarkets safely please use your homes food delivery services and continue to follow the systems that we have put in place.

I remain confident that we will beat this virus in our homes.

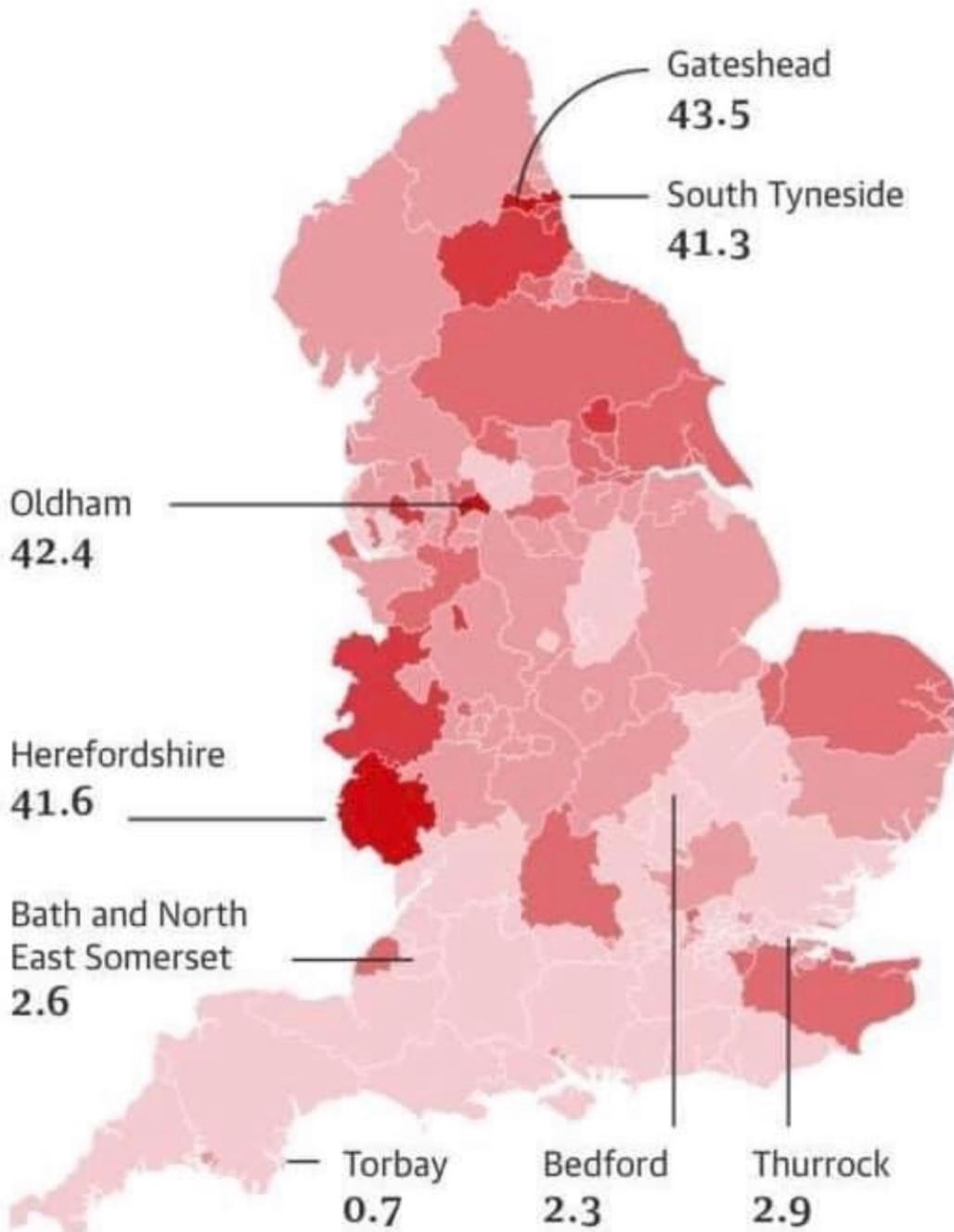
Thank you all so much.

A handwritten signature in black ink, appearing to read 'K. Rogers'.

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Enclosed Factsheet 1 and 2

Cases per 100,000 population over the past 10 days by local authority





HM Government

**NHS**



**Controlling the virus means**

**NO VISITS TO FRIEND'S HOMES**

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**