

Important Information for Tenants



Issue 5 8th April 2020

Throughout the Coronavirus Crisis, Gatesbield will periodically issue these information sheets to bring you the latest advice from the Government and other authoritative sources such as the World Health Organisation.

Thank you

Thank you to all tenants and staff for keeping to the Government guidance and keeping Gatesbield as safe as possible for everyone. The next few weeks will be the most critical when the virus is affecting the largest number of people in the wider community, so it is even more important to keep strictly to the guidance to try keep Gatesbield free of this illness.

The Prime Minister has recently written to every household. Please read the leaflet that was enclosed with that letter carefully.

Reminders

The most important things to continue doing are:

1. **Wash your hands with soap and warm water for 20 seconds more regularly than normal** and always on entering or leaving your flat, before preparing or eating food, before touching your face and after blowing your nose.
2. **Always keep at least 6 feet away from other people at all times** (except others you live with in the same household or if a carer needs to be closer to provide care).

! Make sure that anyone entering your flat washes their hands / uses the hand-sanitiser.

The government stipulates that you should **only leave your flat for these four purposes:**

- **shopping for basic necessities**, for example food and medicine, which must be as infrequent as possible
- **one form of exercise a day** - alone or with members of your household
- **any medical need**, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- **travelling for work purposes**, but only where you cannot work from home.

! At Gatesbield, we strongly urge all tenants to ask family or friends to shop for them. If you have no-one else who can help, Gatesbield staff can help with shopping for a charge of £2 per shop. Cumbria County Council also offer services (see Issue 4 of the Information for Tenants) if Gatesbield cannot meet your needs.

Use of the Garden

Tenants remain welcome to use the Garden for exercise and enjoyment. **You must always remain at least 6 feet away from anyone else at all times and must not meet in groups**—gatherings of more than two people (except when from the same household) whether in private or public places are currently banned by the Government.

! Do not meet in groups. Keep at least 6 feet away from others at all times.

While tenants who have received a letter from the NHS to say they are most vulnerable are advised not to leave their flat at all (to remain 'shielded'), it is particularly important if you do use the garden to keep well away from others at all times and for others not to approach you.

! Be particularly careful if you have been told to remain 'shielded' and follow the advice in the letter you received from the NHS.

Can I go out to help a vulnerable person?

The Government states that you can only provide support to vulnerable people if you fulfil all of the conditions below:

- you are well and have no symptoms like a cough or high temperature and nobody in your household does
- you are under 70
- you are not pregnant
- you do not have any long-term health conditions that make you vulnerable to coronavirus.

! No tenants should therefore enter other tenants' flats at any time. Minimise any visits by family/friends. They must not enter your flat unless to provide essential care for you.

I have received a letter from the NHS saying I should shield myself

If you are particularly vulnerable and have received a letter advising you to shield yourself, you should follow the advice given in the letter.

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in family homes.
- Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
- Keep in touch using remote technology such as phone, internet, and social media.
- Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult. The government advises that you should try to identify ways of staying in touch with others and participating in your normal activities remotely from your home. However, you must not participate in alternative activities if they involve any contact with other people.

I'm sure I don't have Covid-19, but I have a cough or am sneezing

It is important to let the staff know of any change in your health. Although our staff cannot provide health or personal care, we can help by contacting your family or sponsors or in other ways. If you have a cough or are sneezing, you need to take particular care when in the presence of others (e.g. carers coming into your flat or when taking exercise). Gatesbiel hold a limited supply of disposable face masks which can be issued to tenants who are worried that they may spread infection to others (see note on facemasks, below).

I think I may have Covid-19

It is important to remember that even among older people, most people who are infected will only suffer mild or moderate symptoms that they will be able to cope with at home. Let our staff know if you are unwell. They can help notify your family or sponsors. Gatesbiel staff cannot provide personal or health care, but can listen to your concerns and help you access advice. Gatesbiel hold a limited supply of disposable face masks which can be issued to tenants who are worried that they may spread infection to others (see note on facemasks, below). If you have symptoms and live alone, you must self-isolate for 7 days. For more information or if you live with anyone else, see Information for Tenants Issue 2, the recent Government leaflet or ask a member of staff. The only reason you should leave your flat if self-isolating is to take exercise, but keep well away from others.

Facemasks/face coverings

The UK Government advice remains that facemasks are not required outside of clinical settings. Other reputable authorities (e.g. the World Health Organisation) suggest that they may have value for those who are ill and for those caring for people with Covid-19. There is no value in wearing them while alone at home—only use them when outside or at home in the presence of others. It is thought that this can reduce the risk of a cough or sneeze infecting others. Gatesbiel now holds a supply of disposable face masks that can be issued to staff or tenants who feel they may need them. Let staff know if you feel you should be using a facemask. Only handle the facemasks with freshly washed hands and follow the instructions with them on how to use and dispose of them.

! If you feel you should use a facemask, ask a member of staff.