



IMPORTANT SERVICE USER UPDATE

25th March 2020

Changes in the Way We Work - COVID-19

This is a difficult time as we all try to get used to a new and different way of living and working. There is a lot of information being sent to you, but it is important that you take the time to read it. The information you get from us is either from the HSE, other state departments or it is from Cork CIL explaining changes we need to make to respond to the Covid19-emergency.

We need YOU to stay healthy and safe.

Follow the HSE guidelines. If you have not already gone to HSE main website to read the advice I urge you to do this. This is the advice you should follow.

[\[https://www2.hse.ie/conditions/coronavirus/protect-yourself.html\]](https://www2.hse.ie/conditions/coronavirus/protect-yourself.html)

The HSE website has clear instructions on what to do if you or anyone in your household becomes unwell. Follow these instructions carefully. **Call us if you or anyone in your household is unwell before your PA arrives.**

We need YOUR PA to stay healthy and safe.

This means that we will have to change the way we work. Some Service Users need their service to continue. It is essential care and support and will only change if circumstances change. Some may need additional supports because of other changes in their daily life.

We are required where possible to observe physical distancing and reduce contact with people in their homes. PA's are well trained and very skilled but remember every person coming into your home increases the risk to you.

It is not possible providing personal care and supports and maintain physical distancing. Sometimes you have a second PA or carer for some tasks, or they will be in your home when another health professional is there.



We are asking you to be sure that;

- ✚ Staff can wash and dry their hands in your home [soap and paper towels]
- ✚ If there are other people in your home who are not involved in your care or service, please ask them to maintain physical distance from the PA
- ✚ Give PA staff permission to wipe down frequently touched surfaces in the area they are working in your home, your bedroom, bathroom kitchen etc. This should help to reduce risk to you and staff.

If we do not support, you with Personal Care we will need to work differently with you to support you safely

- ✚ We will no longer allow PA's to travel out in vehicles with you or go shopping with you. These activities have a higher risk. We all need to do this no more than once a week and alone to reduce the people in the food shops.
- ✚ You will need to help by planning ahead
- ✚ Reduce the messages so that you need to do so you don't need to go to shops post offices or pharmacies
- ✚ If we do shop for you because there is no one else and no alternative, we will only visit one shop once a week. It may not be at a usual service time for you.
- ✚ If you go out for walk with you PA enjoy the fresh air choose a quiet place and stay apart from your PA
- ✚ We will be asking PA's to link with you remotely by phone or if its works for you linking through technology like skype or face time

If there is a support that you would like that we can safely do during the Covid 19 emergency talk to us, we will try our best

If you have chosen to suspend your service, we understand. The service is not lost it will restart as soon as possible when this emergency is over. You are still a Cork CIL Service User. We are here to help if we can. Call us