

Coronavirus - Hostel Update

Dear Resident,

I am writing to you to at this difficult time to provide you with some information/update about how **WESTWAY HOUSE (HOTSEL)** is responding to the Coronavirus situation. We want to provide you with as much reassurance as possible and want you to know that we are here to support you.

We have enhanced our Needs Assessment of our new referrals to identify what support you would need over the coming weeks, whilst we manage the situation and ensure that everyone's safety and wellbeing as priorities. If you are unsure about the facts relating to Coronavirus, or require translation of any documents or messages – please let staff know.

If you are showing symptoms of Coronavirus (Shortness of breath, high temperature and /or cough), please make us aware via the office number **02077923670**, we will do everything that we can to support you during this times. Please ensure that if you are isolating yourself that you inform us to ensure that the risk of exposure to other people is minimised. To further prevent the spread of infection, we may ask that people take turns to use the shared kitchen or bathroom facilities, or may be asked to move rooms.

We have made the difficult decisions of placing a non-essential visitor's restriction in our hostel with immediate effect. This is to minimise the spread of infection and to protect the health and wellbeing of residents and our staff.

Essential visitors include professionals (such as medical staff and social workers), who will still be allowed to access the site. If you have family or friends visiting the site to drop-off food, medicine or hygiene products – they will be allowed to access main entry point or reception area, pass items to our staff, who will then ensure that you're able to get your items.

We will review the visitor's restrictions regularly, but I do not expect this to change for some time. I appreciate that given the nature of isolation and illness, this will present a challenge to some people. You will all still able to access our communal areas, providing that you are not isolating or showing symptoms. We understand that you may be feeling anxious, nervous or scared about the Coronavirus situation and if you would like to talk to someone about how you're feeling, please let us know.

The situation will change over the coming days, weeks and months, and these changes may occur quickly. As a result, some of the actions we put in place now may well not be relevant in the near future – we are responding to the situation taking the best and most up to date advice from the Government and relevant bodies, such as the NHS.

We appreciate your support, wish you good health and if you need anything, please contact

Government Advice to follow

1. Social Distancing – Coronavirus

We want to keep you safe and healthy. To do this, we are asking that you following Government guidance on “Social Distancing”.

2. What do I need to do?

- Stay inside your room/flat as much as possible – only leave if you need to get food or use the bathroom or have a medical need
- If you need to leave your room/flat to go to the shops or to exercise or to use resident/communal areas – **stay at least 2 metres or 6ft away from people, at all times**
- **Do not gather in groups**, at any time or anywhere (including your own rooms/flats) – use telephone, WhatsApp, FaceTime or Skype etc. to socialise with friends or family
- If you have catering in your project – a takeaway service will be provided in the cafeteria, which will need to be taken to your room
- If you have shared facilities – please make sure that you take in turns to use the kitchen spaces. **Clean up thoroughly after yourself**
- If you are showing symptoms or are self-isolating – please call or text the housing support staff, who will support you. **Do not leave your room if you are showing symptoms or self-isolating**
- **Wash your hands regularly**, avoid touching your face and cover your mouth with a tissue when you cough or sneeze

3. What could happen if I don't do these things?

Even if you don't show symptoms (cough, high temperature or sore throat) – **you may pass the COVID-19 virus onto other people** and make them extremely unwell

Your faithfully

Rosemary Owusu-Antwi