



10th August 2020

Coronavirus Update

I sincerely hope this letter finds you and yours safe and well. It's been a couple of months since I last provided an update and as we head towards the autumn months I thought another update would be appreciated. Also with the Scottish Government's Coronavirus route map paused at phase 3 just now it feels like some restrictions are set to continue for the foreseeable future to help in our national fight to keep Coronavirus under control.

Here at Hansel we continue to be committed to doing everything possible to keep everyone safe. Since the start of this pandemic we have been working hard to provide clear communications and guidance to our teams and to the people we support helping as much as we can to educate, inform and keep people safe from the virus. Our main focus has been, and continues to be, to ensure that whatever we do, we do it in a way that keeps our team members, everyone we care for and the wider Hansel community safe.

As our absolute priority is to keep everyone safe we follow Government and Health Protection Scotland guidance in all areas. We recognise that applying physical distancing, self-isolating and use of Personal Protective Equipment guidance is not without challenge particularly in shared living settings and especially in our small group residential care homes.

The involvement of people we support, families and team members has been invaluable in helping us to interpret guidance and agree implementation on each phase so far. I personally want to thank you all, especially families of people we support who live in a shared living home, for your understanding and co-operation as you have worked with a very strict set of rules in re-starting outside visits over the summer months. I know it hasn't always been easy for you but I also can't emphasise enough that it has kept us all safe. My heartfelt thanks.

It is very reassuring that we have had no positive Covid-19 tests in our Hansel community for a number of months and are pleased that we are now able to access regular testing for all staff in all our registered small group living and residential respite & short break homes. The testing currently does not extend to adult Supported Living Services or Community Supports but with our close partnership links with Health Protection Scotland and the Test and Protect service any possible outbreak will be managed without delay.

Lindy's tearoom remains closed to the general public at this time and our Laundry continues to offer a reduced service to a limited number of our residential customers and contractual clients only. These businesses operate with supported employees and provide services to Hansel residents and customers, many of whom are extremely vulnerable and as such we will necessarily progress towards greater reopening very cautiously.

Sometime soon we hope to receive the green light from our Local Government bodies to offer inside visiting opportunities for people we support living in a shared living environment by using Lindy's tearoom. We think this will be a really enjoyable and safe experience for everyone involved. Once again there will be strict guidance applied to keep everyone safe and we ask that you again work with us to keep the virus away from Hansel. If we all do not follow the guidance we put ourselves, those we love and others at risk of infection – so I ask for your continued patience and co-operation. A member of our local management team will let you know more about inside visiting in due course and in the meantime we hope for more sunny days so everyone can enjoy outside visits in line with the most current Government guidance issued on 8th August.

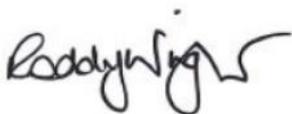
Our wonderfully dedicated front line teams have been instrumental in delivering positive quality support experiences and developing ways to help keep people we support connected with families, friends and their local communities of support. I sincerely hope this has been your experience so far. We have also made great progress in our use of digital technology across all areas of the organisation and have quickly developed new systems and ways of working. We are aware we need to improve connectivity and access to wifi in some areas but we are committed to improving and hope to have this in place as soon as possible given ongoing restrictions.

We continue to work really hard to ensure we have adequate supplies of the correct Personal Protective Equipment (PPE), again to keep everyone safe from the virus. Our front line team members have responded extremely positively to changing infection control guidance and requirements around the use of PPE. We believe this will continue to be an important part of how we will work for some time to come yet.

You may have seen many Hansel stories and updates on our Facebook and Twitter pages, so on behalf of the Hansel board of Trustees and my senior leadership colleagues, I want to acknowledge and extend our sincere gratitude to the very many family members, individuals and businesses who have been so generous over recent months. This generosity of support has truly helped keep everyone's spirits up and has been so greatly appreciated. At times we have been moved by the thoughtfulness and kindness shown by our own and others – thank you!

Once again I trust this letter provides you with a helpful update on how we are working through the ongoing health pandemic. If you have any questions please don't hesitate to get in touch with your local Hansel management team. Once again thank you again for your co-operation at this time.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Roddy Wright', written in a cursive style.

Roddy Wright – Operations Director Hansel