

T: 0161 786 6000
E: info@bestha.co.uk
W: www.bestha.co.uk



Reference: C19-01

19 March 2020

Coronavirus (COVID-19) – Information for organisations we work in partnership with

Dear partners

Position @ 19th March 2020

Coronavirus is likely to affect BeST directly or indirectly at some point. We don't know the level of impact at this stage, nevertheless, measures put in place now will help BeST be more resilient to any future crisis, whether this is related to Coronavirus. Work is ongoing with our teams to enable us to continue to offer high quality services as the situation develops.

There is no evidence that people with disabilities who are otherwise healthy - and who don't, for instance, have respiratory problems - are at greater risk. Nevertheless, they may find it more difficult to cope with the symptoms. People with compromised immunity are well-versed in hygiene routines, including asking people with any symptoms of any virus to stay away, and practising good hand-washing hygiene. As far as we can tell at this stage, the same procedures apply for COVID-19. We also recognise that Support Providers ability to provide support, may become compromised should significant numbers of staff become unwell or have to isolate.

The Government continue to hold COBRA meetings to discuss the UK approach.

Based on the latest updates:

- Our office will operate virtually until further notice to contain the spread of the virus. All staff have been briefed and are kept updated with Government and [NHS advice](#).
- Our IT and Communications systems fully support Virtual Office operations, so there should be minimal disruption to services.
- All our staff have been briefed on what to do if they become unwell. We will continue to operate business as usual for core functions as far as possible.
- We will need to reduce Housing Officer Visits and maintain contact with Support Providers and our residents by other means of communication.

Registered Office: 2A Sentinel House, Albert Street, Eccles, M30 0NJ

T: 0161 786 6000
E: info@bestha.co.uk
W: www.bestha.co.uk



- We work in partnership with Care and Support Providers to deliver services. We highly value their opinion and rely on them to provide us with key information if they feel there is a heightened risk at any of the properties we manage, i.e. any special measures we must follow to protect anyone who would be at greater risk should they become unwell, or if any tenant or member of support staff has become unwell as a result of contracting the virus, or is self-isolating as a precaution.
- Continued communication between Support Workers and Housing Officers is essential. The steps taken to manage the outbreak are being communicated daily. Our Housing Officers have been asked to contact all Support Provider Scheme Managers to discuss any additional precautions we need to undertake and to make sure we have up to date telephone and email contacts.
- There may be occasions when emergency repairs are needed in a property where people are quarantined. We will work with the Support Provider to ensure we can undertake work as safely as possible. We may only undertake temporary repairs to minimise any risk of infection or to minimise any disruption for people who may be unwell. We may ask Support Workers to assist with sanitising areas prior to maintenance staff or contractors working in that area.
- In line with Government advice, our staff have been advised to wash their hands regularly, particularly on entering and on leaving any premises. This is not always possible, so we will provide staff with sanitizing gel (subject to availability). We are working with our contractors to ensure they follow similar procedures. We welcome any encouragement from Support Workers ensure all our staff or contractors working on our behalf follow good hygiene practises.

Should you have any comments, queries or concerns about any of the above, please discuss this with your usual point of contact at BeST.

Yours Sincerely

Shelley Hobbs



Managing Director

Bespoke Supportive Tenancies LTD

Registered Office: 2A Sentinel House, Albert Street, Eccles, M30 0NJ