

Healthwatch Harrow

Coronavirus Update 18th March 2020

At Healthwatch Harrow, keeping our staff, volunteers and the people we come into contact with well-informed and as up to date as possible about the coronavirus is of primary importance. Our day to day operations are continuing as usual and in the event of staff having to self-isolate they will continue to work from home responding to queries and urgent matters.

What we are doing at Healthwatch Harrow:

- We are taking advice from trusted sources and reviewing all our activities to make sure we protect people in the best way.
- We are keeping staff, volunteers and people we come into contact with informed and will continue to do so regularly via our website and the Harrow Mencap Website:
 - <http://healthwatchharrow.co.uk/news/information-coronavirus>
 - <https://www.harrowmencap.org.uk/news/important-information-on-the-coronavirus>
- We have increased the frequency of our cleaning, paying attention to areas people touch regularly.
- More hand sanitisers are available in our offices. We are reminding staff and volunteers how to maintain the highest hygiene standards.
- We are being extra cautious of staff and volunteers showing any signs of illness and ensuring the advice from Government to self-isolate is followed.
- We have created a database of all staff and volunteers identifying any underlying health conditions for the staff and volunteers and also the people they live with so we can identify the level of risk and respond quickly.
- We have requested that volunteers do not come into the office unless with the prior agreement of the Outreach Manager. This has meant:
 - Volunteer Meetings will now be undertaken via a conference call
 - Patient Experience Panels - the meetings are suspended until further notice but the coding and data input will continue by staff members
 - Healthwatch Harrow Forums are suspended until further notice.
- One to one meetings can be undertaken by phone and email.
- Social media channels will continue to be managed by the Healthwatch team.
- Our strategy will be to continue working in a different way so that we can engage with the community as a Healthwatch.