

McCARTHY STONE

Life, well lived

TUDOR ROSE COURT NEWSLETTER JANUARY 2021



Current government restrictions of lockdown, social distancing and infection control measures have begun to have a positive impact on controlling this virus. Infection rate is now on the decline which is great news. I am confident that we will soon start seeing the positive effects of vaccination program. However, we are still in a critically dangerous stage in this fight to beat this virus. Our hospitals are still overwhelmed with patients needing treatment and it is imperative we remain vigilant with our infection control measures and social distancing. No household mixing must remain as priority.

RESTRICTIONS DUE TO NATIONAL ALERT LEVEL

Current National alert level for the pandemic is Lockdown. Meaning you should not leave your home unless it is necessary or for exercise. No household mixing.

No domestic cleaning services until you are notified otherwise. I had feedback that there is confusion about this. I want to clarify that we are not offering this service in order to minimise your contact with others. Main factor causing the

confusion is; you are still being informed of your cleaning slots. We still need to allocate the staff team their slots for the wages purposes. Currently, these slots are used for collecting refuse and laundry service not for domestic cleaning.

I am conscious of the fact that those in need of assistance for this service has been without it for some time. If you are unable to manage daily cleaning tasks and concerned hygiene may become a health hazard please contact the office we will make an assessment and where necessary provide this service in order to eliminate health hazards.

We are continuing to offer laundry service, meal delivery service and refuse collection service in order to minimise the inconvenience. We are also happy to offer local shopping service.

“Remember you are not alone if you feel changes are having a detrimental affect on your well being please let us know. We are still continuing with our companionship service in order to make sure those in need have the emotional support”

“OUR CURRENT STATUS AND WHAT DOES THIS MEAN”

Our development is currently on “Normal” status. This means currently we do not have anyone with confirmed or suspected cases of Covid.

In line with our Service Operational Procedures, you can use the laundry room, lounge rooms and refuse area but we must still adhere to no household mixing rule meaning if there is another household already using the area you must not enter.

Please make sure you use disinfectant wipes (Provided in the laundry room) before and after using the equipment. We also have a regular cleaning schedule in place to disinfect the communal areas.

I would like to remind you that unless exceptional circumstances laundry room should not be used after 8pm or before 7am due to noise and vibration causing inconvenience to the neighboring apartments.



During the last 12 months we have all missed our loved ones at one point or another due to social distancing rules. Whilst it is impossible to make up for those important to you, we are here and happy to share your concerns and offer companionship for those feeling the strains of social distancing rules.

Some of you already have the arrangements in place to meet online via smart phones, tablets and computing equipment. When you are not familiar with the technology it can seem like a unachiavable task to learn how to - I can assure you with the advanced technology it is very user friendly easy to access. If you are interested on meeting online with others please let the office know and we will be happy to support you. We can arrange demonstrations, support you through the initial set up.



Lifts: We now seem to have addressed the ongoing issues with the fault on the larger lift and this has been working without any problems.

Nail Care: We will soon be making arrangements Jodie who is the beauticianer for Nail clipping service. We will contact you separately to make arrangements. Please be advised Jodie will visit you in your apartment and this **will not** be a beauty treatment the sole purpose of this visit is to clip the nails for medical and hygiene reasons.

Gas meter housing: Customer service team have now replaced the gas meter housing after it was damaged due to a storm.



Please remember that we are placing refuse and laundry outside the front doors in order to minimise contact with homeowners, If you leave your apartment please be mindful that these could be trip hazards on the corridors. If you need assistance please make a member of staff team aware or contact the office.



Please be aware, during last couple months we had 2 incidents where suspicions were raised for some youths trying to gain access to Tudor Rose Court. On both occasions thanks to residents alerting the team, the situation was defused without any

unpleasant consequences. I am bringing this to your attention for you to be extra vigilant to ensure you know the person you are letting into the building or it is expected such as deliveries, services, appointments etc. If you are unsure at any point please refer them to call for manager and a member of the team will let them in.

I will in near future seek quotes for CCTV installation and make a proposal for your consideration. I think having CCTV will have a deterrent effect on petty crime as well as offering extended security.



I would like to bring it to your attention that there is a concern for a recent fraud circulating about Covid Vaccine. You may be approached over the phone or by post regarding the current vaccination program. Please be aware that NHS or any other organisation

would not seek any personal financial details such as bank account details or credit card details. If you are contacted and unsure please do not pass on any personal details. If you need our assistance please do not hesitate to ask.

Missing item: DVD player located in the main lounge room is missing. I would be grateful if you can let us know if you are borrowing it?