

## ELTRP UPDATE



ELTRP staff and EC members continue to work from home and meet through Zoom and Skype, if you need to speak to a member of the ELTRP team we can be contacted as follows:



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## Local Group Information

During their last meeting with James Coufts, ELC Service Manager, Brunton Court Tenants Group have asked questions, which has taken into account other tenant's views when putting together, and were forming the basis of the next newsletter in a kind of "Sheltered Housing Ask the Manager" leaflet.

Please see some of the questions and the answers below:

**Q:** We were told by Liz that we cannot use the dining area as there are only limited numbers that can use communal areas due to Covid-19. Why then can staff (non residents) use this area with up to 4 people for breakfast? (Recent information being that only 2 x households can meet together inside i.e. Only 2 people at Brunton Court).

**A:** The current Government Guidance is that people can meet with up to 6 people from only 2 x households. Subsequently, in sheltered housing this on average, would mean only 2 x people meeting up at any one time. Staff can, if socially distanced and for not any longer than 15 minutes, meet to discuss working arrangements as part of these Guidelines. However, Liz will explore this further with staff.

**Q:** We have our concerns about various tenants with regard to their mental health - what are you doing to support this?

**A:** Liz highlighted that everyone has a daily call from the SHO asking how they are and offering additional services if relevant. There is also additional support on offer if appropriate i.e. additional welfare visits, referral to local agencies, Social Work etc. ELC have a 'duty of care' to support and refer appropriately if there is concern about an individual's physical or mental wellbeing.

**Q:** How does the 'Test and Trace' work within the building? If someone is tested positive for Covid-19 does the Test and Trace process come in or is there something else to notify other tenants i.e. self isolate etc?

**A:** If someone has tested positive for Covid-19 the track and trace system will take over and notify people who have been in contact with this individual. The advice is to the self isolate for 14 days to ensure the spread is limited, and others' do not show symptoms. If other's present symptoms they should then also be tested.

Questions continue on the other side...

## Questions continued....

**Q:** What is the cleaning regime for the building currently – lounge, communal areas general areas?

**A:** Cleaning takes place on a daily basis i.e. door handles, bannisters, hoovering etc. And again hands should be washed regularly and tops wiped down on a regular basis. Liz will ensure this is happening and staff are aware of what needs to be done.

**Q:** What is the process with regard to contacting tenants about tradesmen attending i.e. shower heads – notify of if they are coming and also notification if they are not?

**A:** Liz highlighted that sometimes tradesmen may not turn up when stated, or cancel at the last minute. It can then be difficult to notify everyone. However, they will endeavour to contact all tenants about tradesmen etc., attending/or not by using the tannoy, notes or any other form of contact as appropriate.

**Q:** Can tenants use the computer?

**A:** James highlighted the need for a strict cleaning regime, and so the computer cannot be used at this time to reduce the risk. If tenants wish to use a computer please ask the SHO for other options.

**Q:** What is the current Guidance?

**A:** The current Guidance that ELC have to adhere to is: Tenants from only 2 x households can meet, up to a maximum of 6 from these 2 x households in total. It was acknowledged that this is really difficult and feels like it has gone back the way instead of forward. However, due to the numbers increasing of Covid-19 infections in Scotland the Scottish Government have changed the legislation. Therefore everyone will need to follow these rules otherwise, if it cannot be managed, communal areas may have to close again.

The dates for the remaining **Fa'side CAPP meetings** this calendar year.

- ◆ - Tuesday 6<sup>th</sup> October 5pm – 6pm on Skype.
- ◆ - Tuesday 17<sup>th</sup> November 5pm – 6pm on Skype.



# East Lothian Council Update

You can find all the latest information across the council's services on the **COVID-19** page on the council website.

<https://www.eastlothian.gov.uk/homepage/10448/coronaviruscovid-19>

Please stay safe and be assured of our very best wishes at this time from all at



east lothian tenants and residents panel