



1<sup>st</sup> April 2020

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Dear Clients, Parents & Relatives, Colleagues and other Stakeholders

**Re: Progress Report: Avocet Services & Coronavirus Pandemic (COVID – 19)**

Owing to recent governmental advice regarding the need to self-isolate where possible and not to congregate unnecessarily, we recently closed the Headquarters of Avocet Trust. This makes communications a little more difficult although the telephone at the Avocet Trust will be manned by a member of the finance staff only, who may be available to take messages during office hours. Outside of office hours, or in an emergency, please ring your Registered Manager on the number previously made available to you.

As a result, this communication and others that may follow will now only be accessible on the Avocet website on [www.avocettrust.co.uk](http://www.avocettrust.co.uk).

I am extremely happy to inform you that to date, there have been no instances whatsoever of the COVID – 19 virus amongst any of the residents, students, or staff of the Avocet Trust. We believe we would have been informed should any of our client's relatives have contracted the disease and this has not happened.

I am also able to inform you that all of Avocet's Residential and Respite Services are extremely well organised and prepared by the Residential Managers. All services are well stocked with food for routine daily living purposes and also well prepared and stocked with Personal Protective Equipment (PPE) and hygiene products should anyone contract the virus.

Avocet's services are in 'Lockdown' with residents being supported within the home environment by residential Support Staff. Should a resident find the present situation unbearable there is an option of visiting Matthew's Enterprise and using the park to safely gain some exercise and fresh air and by following government guidelines.

Matthew's Enterprise Day services were closed just over a week ago with students returning to their families until the crisis is over and we can hopefully return to some form of normality. In





the meantime, the Matthew's Enterprise staff are offering to provide follow up support to those students at home if necessary.

Apart from maintaining the growing stock and support for the animals on the Neat Marsh Site, the Matthew's Enterprise staff are also offering mobile support for the 40 Avocet residential properties, both in transporting essential requirements to and from the various sites and in providing staff transport as required to those services with limited public transport.

In addition to the above, the Matthew's Enterprise Team are also offering practical support to those vulnerable people identified in both Preston and in North Frodingham where Avocet's 'Green Lane Farm' Day Services are located.

**N.B. Should you also have any difficulties where you think we could be helpful, please do not hesitate to call the office number above.**

It is reassuring to note that all Avocet Staff are appropriately trained in health-related procedures such as Health & Safety, Food Hygiene and the Management of Infectious Diseases which includes training in barrier-nursing.

It is also extremely gratifying to be aware that Avocet staff have shown total commitment to their residents, with individuals bringing additional clothing to work with them in the event that an outbreak should take place as they would want/need to stay with their charges.

Keep Safe.

With kindest regards

**Les Howell**  
**Chief Executive**  
**Avocet Trust**

LH/1.4.20

