



Together Trust

Sent via email:

Martin.Prescott@togethertrust.org.uk

11th May 2020



Paul Dennett
City Mayor

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Dear All Staff at Together Trust

We are writing to thank you and all your staff at this unprecedented and exceptionally challenging time.

At this difficult time, you have continued to provide the most personal, essential care and support to some of the most vulnerable people within our City and across our communities in Salford. We know that you are providing these essential services even while you are worried for yourselves, your family, friends and loved ones.

Your response to the crisis has been simply phenomenal and makes us so proud and humbled to see the amazing undertakings of essential key workers and volunteers across the City of Salford. We wanted to let you know how much we value the work you are doing, which deserves as much recognition as staff in our NHS, you are all heroes!

We know that you are doing this in the face of very real challenges. Many families, friends and colleagues have tragically lost loved ones as a consequence of the COVID-19 pandemic, and our thoughts and prayers are with all families, carers, friends and colleagues at this time.

At Salford City Council we are absolutely committed to ensuring we provide you with the best possible support we can. We know that you are being supported by our Public Health Team with advice on infection control, training and support to stay safe and to keep residents safe and cared for. Our Public Health Team are also working hard to ensure you have the PPE you need – sourcing this from local suppliers as well as through supplies secured by partners at Greater Manchester and drops we are receiving nationally.

However, we do not want to pretend that this is straightforward. We know that concerns for PPE, testing, contact tracing and staffing are very real day-to-day concerns and challenges for you and your colleagues, in addition to keeping up to date with regularly changing PHE, CQC & NHSE advice and guidance having implications for the care sector. We are also aware from work undertaken locally by our local trade unions in the City and from speaking directly with care workers of your concerns. This includes the level of priority given to support for the care sector and care workers generally and we wanted to let you know what we are doing about this.

We are in contact with every care home in the City daily and in regular contact with each of the domiciliary care providers. We have offered support to all carers and personal assistants. Our focus is to ensure we are able to meet your urgent needs for PPE. Too often the PPE we receive via our national supply is well short of the orders we place, and we are working across the Greater Manchester health and care system to secure the PPE where we can from international and national suppliers.

We have developed our own local testing facility for health and care staff, and their families, at the AJ Bell Stadium. Our facility is operated and run by local council and Salford Royal hospital staff, to CQC and

From the office of the City Mayor



Salford City Council

PHE national standards, and is able to return reliable results quicker than the national sites. We were able to have this facility up and running within 48 hours over the Easter bank holiday. It ensures your frontline staff can stay safe, take care of their own health and that of their families, and safely stay in work.

We are continuing to work really closely with SRFT to ensure that any patients discharged from hospital are tested before being placed back into our care homes or discharged home. We are working with primary care colleagues to test any residents who become unwell. We want to ensure that you are fully aware of the COVID-19 status of residents within your care homes and home care, and that you are supported in caring for them.

It is clear that more testing is needed in care homes for all staff and all residents to be able to isolate those who may be spreading the virus but with no symptoms. This helps protect residents, staff and their families. Testing of all staff in domiciliary care and carers who are looking after vulnerable and shielded people should also become a priority; even those without symptoms.

We lobbied national government for mass testing and the re-establishment of contact tracing, which are key to lifting the lockdown and providing better chances of recovery. We will monitor the government's progress in this area to make sure that proposals are effective.

As City Mayor I wrote last week to Matt Hancock, Secretary of State for Health and Social Care, imploring him to take immediate action to resolve the urgent challenges facing those of you working in the care sector. Social Care is a critical frontline service in the battle against COVID-19. All of the care staff in our City have continued to provide outstanding personal care to the city's older and most vulnerable residents. You have not waived and have continued to do your jobs with the utmost care, professionalism and attention to the needs of our residents within our City. You have done this in the face of unprecedented challenges and personal risk. We firmly believe you deserve nothing but the very best support from Government – and from the City Council.

Your own health and wellbeing remains vitally important. The City Council have arranged support from Vivup which is an employee benefits company, to provide all staff working in the care sector in Salford with a 24/7 helpline where you can access independent counselling support on a range of things including anxiety, stress management and bereavement. If you feel like you or staff working with you would benefit from a listening ear, please don't hesitate to contact them on: 03303 800 658. Vivup also offer lots of practical online resources. You can register via the Vivup website using a personal email address and select Salford City Council when prompted.

Please do use this support and pass on this information to your colleagues who may find this helpful.

We have both self-isolated for different reasons which has given us time to reflect on what is happening around our City, across the United Kingdom and indeed the world. We have talked many times about the people of Salford demonstrating the Spirit of Salford, not just our residents that live in the city but also those of you that work in our great City.

We would also be greatly appreciative if you could pass on our sincerest thanks to all members of staff who have been so vital in delivering our City's response to the current crisis. As we continue to tackle the COVID-19 pandemic in the City we would really appreciate it if members of staff could raise any issues or concerns with myself and or Members of the Mayoral Team directly, please see contact details below:

City Mayor's Office Telephone Number: 0161 793 3432

E-mail: citymayor@salford.gov.uk

On-line Contact Form: https://contactus.salford.gov.uk/?formtype=CITY_MYR

You are all the very best examples of the Spirit of Salford and we thank you from the bottom of our hearts for everything you are doing at this challenging and difficult time.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Dennett'.

Paul Dennett
City Mayor of Salford

A handwritten signature in black ink, appearing to read 'Gina Reynolds'.

Councillor Gina Reynolds
Lead Member for Adult Services, Health and Wellbeing