



# CALPE HOUSE

## COMING TO LONDON FOR MEDICAL TREATMENTS AND STAYING AT CALPE HOUSE – during the Covid-19 pandemic

On arrival, you will need to follow the health and safety guidelines put in place by the UK Government and Public Health England:

### STAY ALERT-CONTROL THE VIRUS-SAFE LIVES

- ✓ **KEEP A SAFE DISTANCE FROM OTHERS (2 meters apart where possible)**
- ✓ **STAY INDOORS AS MUCH AS POSSIBLE**
- ✓ **WASH YOUR HANDS REGULARLY**
- ✓ **LIMIT CONTACT WITH OTHER PEOPLE**

For more information and updates on the Covid-19, go to the UK Gov website.

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

We suggest you wear a mask and gloves on your flight and in the car, which will collect you at the airport, and drive you to Calpe House.

Please always keep at a safe distance while travelling throughout the airport.

Avoid being face to face with people if they are outside your immediate household as you are at higher risk of being directly exposed to respiratory droplets released by someone talking or coughing

### On arrival at Calpe House,

- sanitise your hands on entering with the sanitiser provided, at the entrance
- **you will be screened with a thermal imaging camera to see whether you have a fever.** If you are showing that you have a temperature, (37.8), we will ask you to stay in your room and isolate. (it does not mean that you have the virus, it could mean that you are just feeling hot) We will recheck your temperature in one to two hours.
- a Covid-19 **starter** protection pack to be provided on arrival until this will include high-level biocidal surface wipes, face masks, gloves, sanitising hand soap, and hand sanitiser. Once this has run out, you will need to purchase the items.
- once settled in your room please change out of the clothes you travelled in.
- we recommend you disinfect your luggage with the surface wipes provided

PATRON: The Hon Sir Joseph. J. Bossano KCMG MP

CHAIRMAN: Albert A Poggio OBE GMH

DIRECTORS. The Lord Hoyle of Warrington. Charles Marfe GA. George Desoisa. James J Neish QC. Eddie Yome QPM CPM. Commodore Ian McGhie MA FCMI RN (Rtd). Ms Deborah Huxley. Jose Julio Pisharello FCCA.

**Extra measures are in place at Calpe House for the safety and security of all our guests and staff. We ask that all residents and staff act thoughtfully and responsibly at all times to prevent the transmission of the virus.**

- we are enhancing our already rigorous health and safety procedures with the additional cleaning and disinfecting of all public areas, our cleaners are working longer hours, and ensuring handrails, door handles, lifts, communal toilets and kitchens are cleaned regularly
- rooms will be sanitised and remain empty 24-48 hours between each resident.
- flats that share kitchens will only be allocated to guests from the same family
- communal living room and kitchen to be used on a rota basis, by residents if necessary, always maintaining a 2meter distance. – please keep the use of these spaces to a minimum.
- if possible, please wear face coverings when using the communal areas
- we will happily book your taxis to and from hospital appointments. (do not use Uber, or London transport)
- when you return from your hospital appointments, please go to reception to be screened,
- we will be glad to make essential shopping trips for patients who are unable to do their shopping or need to shield.
- when going out, please avoid crowded areas and always a face covering
- hand sanitiser should be carried when travelling and applied when out and about, especially when entering a building and following contact with surfaces.
- vulnerable patients will be shielded and where possible their escorts will be given separate rooms.
- visitors will not be allowed on the premises unless it is for medical reasons.
- please keep parcel deliveries to a minimum.
- make sure your rooms are kept clean. If you are unable to do so, please let us know, and one of our team will be able to help you. – if you need any products, please let us know.
- when using the communal kitchens, can you please clean after yourself properly, especially during the evening, when our cleaning team are not here.
- always remember to wash your hands with soap and water for a minimum of 20 seconds when entering the building, preparing food etc. (this is one of the most effective forms of infection control and significantly helps to prevent and slow the spread of infection)

Thank you for your cooperation in these unprecedented times.

Calpe House Team

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