

Dear customer,

## Coronavirus (COVID-19) update

Following a number of reported cases of coronavirus (COVID-19) across the country, we are writing to all customers to inform you of the precautions and guidance NHS Property Services has developed to support you in managing this infection at our buildings.

We are working with and following the guidance issued by Public Health England and NHS England. Our facilities services teams have received general health and safety and personal hygiene guidance, including good handwashing routines and cleaning regimes. We are also ensuring our teams are prepared should we need to provide support to you (such as through cleaning and decontamination services) if you are monitoring a patient with a suspected case of COVID-19 in one of our facilities. To reduce the risk of spreading the virus on your site, please follow NHS England's guidance on infection control and prevention and refer to Public Health England's guidance (see links below).

In the last few weeks, NHS Property Services has been an integral part of supporting Arrowe Park Hospital, ensuring a fit for purpose building for residents and appropriate facilities management services.

### When to contact us

We ask that you advise NHS Property Services of the presence of any patient being monitored for coronavirus (COVID-19). Please notify us immediately by calling **01225 701011** – a new dedicated NHS Property Services helpdesk number set up specifically for coronavirus. This will enable us to take the appropriate action to inform our colleagues on site.

We also ask that you inform our **reception colleagues** of the processes you have introduced to deal with patients presenting with symptoms of coronavirus (COVID-19), such as who in your team is the main contact and where to direct patients in order to be seen and any other actions you have identified as necessary.

### How we can support you

- **Cleaning:** Where NHS Property Services provide cleaning services to you, our facilities management team will be able to identify the appropriate level of cleaning required aligned to the Public Health England guidance. Our teams will generally not enter areas where a patient diagnosed with the infection is still present and in these cases, it is usual for the clinical team to undertake cleaning requirements.
- **Isolation areas:** It is your responsibility to identify suitable isolation areas within the buildings you occupy. We recommend you seek advice from your Infection Prevention and Control team as to what is a suitable area. If you require assistance to bring in temporary isolation facilities, please contact our helpdesk number to discuss your requirements.
- **Waste disposal:** Public Health England guidance advises that all waste generated from possible (suspected) or confirmed cases of coronavirus (COVID-19) should be treated as clinical waste. We manage and dispose of waste in accordance with HTM07-01 guidelines.

I appreciate this is a fast moving, evolving situation and we will keep you up to date with any further guidance and support we are able to provide. If you wish to find out more information or have further questions, please contact our dedicated helpdesk number 01225 701011 who will be happy to assist.

Yours sincerely,

**Martin Steele**  
**Chief Operating Officer**  
**NHS Property Services**

NHS England advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Public Health England advice: <https://www.gov.uk/government/collections/wuhan-novel-coronavirus>