

GUIDE TO MOVING HOME SAFELY

Moving home during the Covid-19 Pandemic

This information is for people planning to move into a Sanctuary Retirement Living service.

We understand that moving home at this time may bring a number of anxieties and concerns, so this information provides you with details on the measures that Sanctuary will put in place to ensure the safety of all parties during the Covid-19 pandemic.

The government has amended the coronavirus (Covid-19) regulations to make it clear that people who wish to move home can do so. More information can be found on the [Government's website](#), just search 'moving home'. It is important that everyone knows how to [stay alert, contain the virus and save lives](#).



What you can do to stay safe

- Wash your hands frequently whilst moving home and take care to stay at least 2 metres apart from people who are not members of your household.
- Do not view a property or move home if you have symptoms of Covid-19 or if you have been advised to isolate.
- If you are within the 'extremely vulnerable' group, you may wish to seek medical advice before moving home.
- When physically viewing properties, where possible, you should avoid touching surfaces, wash your hands regularly, and bring your own hand sanitiser.
- When moving between properties, you and those in your household should try to do as much of the packing yourself as you can. Where this is not possible, you should speak to removal firms in advance.
- Where possible, clean your belongings with standard domestic cleaning products before they are handled by others, including removal firms.
- Whilst the removers are in your home, you should ensure any internal doors are open and seek to minimise your contact with the crew, maintaining a distance of at least 2 metres where possible. You should not provide refreshments, but you should make sure they have access to hand washing facilities.
- Speak to the manager of the service if you believe you are at a higher risk and need additional safety measures put into place to allow you to move.

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What we will do to keep people safe

- We will monitor social distancing within the service and make that this is observed wherever possible by all staff, residents and visitors.
- We will ensure that staff have access to the appropriate personal protective equipment (PPE) at all times.
- We will ensure that the property is cleaned prior to any viewings or persons moving in to the property.
- We will ensure that, wherever possible all works are carried out prior to you moving in and that all surfaces are cleaned after works are carried out.
- We will carry out a specific Covid-19 risk assessment for your referral to the service, to identify any risk to you or others before you move in.
- We will help you to plan your move, including choosing the safest route for you to use to bring your belongings to the property and the best time and day for this to happen, to ensure social distancing can be observed.
- We will advise you of the safety measures in place for the service relating to the management of Covid-19. This may mean that certain areas of the building may not currently be open or may have limited accessibility.



If you have any questions about moving in to your new home during this time, please do not hesitate to contact the manager, who will be happy to talk through any questions you may have.

