

# Incredible people

We remain completely in awe of our employees and their resilience during these demanding and ever changing times. We have faced unexpected challenges on a daily basis and tackled them with professionalism and integrity. We are very proud of our wonderful, national team - we think you're incredible!

As we are now into the next official lockdown phase, we wanted to think about the help that people may need both now and in the near future and we think some of our articles will help clients, employees and those caring for others.

## Living with Dementia

The Alzheimer's Society is a charity we have been supporting and they have created some practical tips to help people living with dementia and those supporting them during this crisis.

These include:

- Wash hands with soap and water to prevent virus from spreading.
- Get essentials, such as food and medicine, delivered.
- Make a plan of what to do if you, or the person you care for, becomes ill.
- Use gentle exercise to stay active and activities such as reading and puzzles, to stay busy.
- Stay connected with family and friends by phone, post or digitally.

For further support on how to care for yourself and those with dementia, please contact The Dementia Contact Support Line on **0330 150 3456** or visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## Positive Mindset

During lockdown, we must consider the implications upon our mental health. Therefore, we've collated a few simple things that can help us all sustain a positive mindset.



### Clean your work stations

Make a conscious effort to clean your workstation to help boost motivation levels and reduce anxiety.



### Do some light exercise

Light exercise and undertaking at-home workouts, is scientifically proven to raise serotonin levels in the brain, and help alleviate negative feelings.



### Don't disconnect

Social media will be your best friend! Utilising video chats and playing virtual games can help you stay connected with friends and family.



### The end is in sight

Remember this is not forever, stay positive. The sooner everyone comes together and does their bit to protect our NHS, the sooner we can see one another, face-to-face!

## In Preparation

At Indepth, we believe that cleaning services should be one of the key considerations when making important decisions regarding the day-to-day operation of our businesses, both now and in the future.

We have therefore devised a menu of short and long-term cleaning solutions to give you, your employees and clients the reassurance they need to help them return to some sort of normality in the workplace now and in the near future.

Further details will be sent directly to clients in the coming days.

We kindly ask clients to inform the UK Hub of any sites that are being planned to reopen by the middle of the week before, so that we have enough time to reinstate the associated cleaning services.



## Intercepting fraudulent activity

There has been some reports in the media about fraudulent activity relating to mandates and we therefore wanted to share some tips with you to protect your business:

- If you receive a request to move money into a new bank account, contact your supplier using established contact details to verify and corroborate the request.
- Store sensitive financial information securely and limit access to staff who need it to perform their duties.
- If you have made a payment and you suspect fraud, inform the bank immediately so they can investigate and help prevent losses.

## Keeping Intouch

Please direct all communication to the UK Hub by emailing [ukhub@indepth-cleaning.co.uk](mailto:ukhub@indepth-cleaning.co.uk) - this will ensure a prompt response from the right member of staff or the Virus Management Team.

**Thank you for your co-operation.**