



**Date** Tuesday 30 January 2024

Dear Resident,

### **Barton House residents' update – Tuesday 30 January**

**Legionella testing reminder:** Thank you for your cooperation in giving us access to your flat to test for legionella. We need to conduct these tests because most of the flats have been unoccupied for an extended period of time, with no regular water flow, meaning there is a small risk of legionella bacteria developing.

This testing and flushing process is complex, and we need to continue to repeat it regularly to make sure water is safe for you to use as we prepare for your planned return to Barton House.

The process involves cleaning and flushing the systems first. All water outlets will be run for a short period to remove any bacteria within the pipework. Hot water storage cylinders will be pasteurised to 70 degrees which kills all bacteria and cleaning solutions are added to the hot water system. The testing process takes around one hour. Finally, this is flushed from the system making sure clean water remains. The flushing takes 15-30 minutes.

After 10 days samples are taken and sent to a lab to make sure there are no harmful levels of bacteria. It will take 10 days for results. During this time, we will continue the flushing process of both hot and cold systems to make sure bacteria cannot return. Once test results are back and clear, the flushing needs to continue every seven days until your flats are occupied again. You'll be given a minimum of 24 hours' notice prior to the testing and flushing taking place.

If you have remained at, or returned to live at, Barton House since the evacuation on 14 November 2023, we would like to assure you that the risk of Legionella disease, the testing that will be taking place, and the ask for residents to not run their water, doesn't apply to your flat and you can continue to use your water supply as usual.

You can find out more about legionella disease on the NHS website:

<https://www.nhs.uk/conditions/legionnaires-disease/>.

**HomeChoice Bristol sessions:** The next sessions will take place on Thursday 1 February, at 100 Temple Street, Citizen Service Point, Bristol, BS1 6AG. During these 15-minute-long sessions, you will get personalised guidance and advice on how to use the HomeChoice Bristol service. These sessions are for Barton House residents who **have an existing application** only.

If you already have a HomeChoice application and would like advice and support please book an appointment by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), or speak to your Housing Officer.

If you attended a HomeChoice session last week, please do **not** book again as the HomeChoice team has your information.

If you **haven't started your HomeChoice application yet**, or are struggling to complete an online application, and would like help to apply, please contact the WE are Bristol helpline on **0800 694 0184** so we can arrange support.

**Food menu at Holiday Inn:** The hotel has shared the latest meal plans for lunch and dinner. The meal plans can be found attached to the email sent today alongside this letter. Each menu will run for two weeks, with menu one running from 29 January to 11 February and menu two running from 12 to 25 February.

**Support if you are feeling unwell - reminder:** During the winter months, it's normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds. To reduce the chance of infection, we encourage you to wash your hands regularly with soap and warm water.

If you or anyone in your family is feeling unwell and needs medical advice, you should contact your local doctor in the normal way or call the NHS non-emergency line (111). If you are unwell and are staying at the Holiday Inn, please contact hotel management as well and let them know.

The hotel will be able to support you by bringing meals to your room and providing additional laundry services if needed. If you need anything extra, you can call and ask reception from your room.

For anyone experiencing illness symptoms, that include diarrhoea or vomiting, we ask you and your family to stay in your room while you are unwell and not mix with other people in the hotel, to help reduce the spread of infection. The UKHSA NHS advice for diarrhoea and vomiting is to quarantine for 48 hours after the last symptoms.

To identify the cause of any illness, the council's Environmental Health team may get in touch with you so they can collect some samples to run some tests if needed.

**Communications:** Residents' questions, concerns, and feedback can be sent directly to us by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), calling 0800 694 0184, or by speaking to a member of staff.

Yours sincerely,



**John Smith, Interim Executive Director, Growth and Regeneration**

### Additional support

We appreciate that this is a stressful time for you and your family, and we are working to put in place the support you need. If you feel you need some mental health and emotional wellbeing support, there are services available to help you:

- **Samaritans** offer support 24 hours a day, seven days a week. Call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, seven days a week. Text **SHOUT** to 85258.
- If you need advice or have any concerns around any form of **domestic abuse**, please contact the Next Link Domestic Abuse Service on 0117 925 0680. For 24 hours a day, seven days a week advice, as well as out of hours refuge options, call the National Domestic Abuse Helpline on 0808 2000 247. In an emergency, please contact 999.
- **Family Hubs:** During the week, your local Family Hub can give information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services as well as parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. Groups taking place this week:
  - Barton Hill High-Rise Homes Group on Wednesdays – 10am until 11.30am
  - Baby hub with Infant Feeding Support on Fridays – 1pm until 2.30pm

**Welcoming Spaces network:** Welcoming Spaces are still open across the city. These are free to use and open to anyone. You can use your local Welcoming Space to meet with other people, take part in activities or access support. Find your nearest on our website: [www.bristol.gov.uk/costofliving](http://www.bristol.gov.uk/costofliving)