

# COVID UPDATE

## September 2020



Summer has officially finished, and for a short time we had respite from COVID restrictions. Unfortunately, with a 2<sup>nd</sup> wave building I fear Winter will be hard for all of us. I wanted to reassure you that we are still fighting it and to update you on some of the changes we have or are making.

### **1<sup>st</sup> Wave – A few things we did include:**

- Working from home
- 3D printing face shields
- Moving all our recruitment online
- Opening a dedicated recruitment office
- Making facemasks and sourcing hand sanitiser
- Moving all our care and support documents online
- Keeping you updated online, by phone, email and text

### **2<sup>nd</sup> Wave – Some of the things we are doing include:**

- Building a stock of PPE from suppliers
- 60% of office staff now work from home
- The remaining 40% have homeworking days
- Implementing a dedicated fibre line to the office
- Installing video conferencing facilities in the office
- Opening training to staff, service users and families
- Pairing teams to ensure continuity where absences occur
- Creating new runs and staff teams which improves continuity
- Moving our office from 1 to 3 rooms to create social distancing
- Moving to eMAR – electronic medication records by December
- Encouraging staff, service users and families to get a flu vaccination
- Sarah our communication lead will send monthly updates to everyone

### **How you can help?**

- Wash your hands and clean surfaces regularly
- Get a flu vaccination to protect you and others
- If you can, wear a face mask to protect each other
- Our office is open 09:00 to 17:00 Monday to Friday
- Only call outside of office hours if it is an **emergency**
- Please use our Quarter mile office if you want to visit us
- **Please get a mobile, or internet connection** so we can video chat with you

We got through the 1<sup>st</sup> wave together and **WE WILL** get through the 2<sup>nd</sup>. Please consider what you can do to help, especially getting an internet connected device so that we can stay in contact with you remotely.

**Stephen Wilson, Director**