



Dear Families and Friends of the people we support,

We appreciate that the ongoing outbreak of coronavirus (COVID-19) around the world will be concerning for you and your loved ones. We have prepared a set of frequently asked questions which we hope you find informative. If you are worried or concerned please do contact the local management team for further support and guidance.

FAQ:

1. Are you stopping visits to services?

As per the Government guidance for Residential and Social Care providers and wider general public Government guidelines we are discouraging non-essential travel and aiming to keep non-essential visit to a minimum.

We will continue to follow Government guidelines, including advising people we support on self-isolation in line with the latest advisory.

2. Will you close day centre support?

At this time, we have not been advised that this is necessary and will therefore continue to run these services unless advised otherwise by local authority partners or central Government. Should this situation occur, we will provide you with as much notice as possible and work together to ensure we continue to support people in the best way possible.

3. How will medication be delivered?

We have a UK wide relationship with our pharmacy suppliers who have confirmed that they will continue to prioritise our medication delivery services. This will mean medications are dropped at the door, limited social contact between driver and the people in our care.

4. What activities will people do if there have to self-isolate?

We have a number of creative initiatives in place to support people. Themed cooking nights, cinema, films, gardening and indoor active programmes all feature heavily. We are also looking to spread the word about other great ideas and would encourage you to join our social media, particularly Instagram where we will be holding photo competitions and asking followers to share their 'self –isolation' activity ideas.

5. Will you have enough staff?



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There is no doubt this will be a challenge, we have developed local, regional and national support teams that we can mobilise to provide additional support where needed. We are also actively encouraging local community connections through volunteer groups and are engaging actively with schemes such as the National Care Task Force www.nationalcaredtaskforce.co.uk.

6. How will you manage difficult behaviours?

Our national clinical team is available and on hand to provide advice and guidance over the phone and via video technology as needed. Support planning, staff training, and guidance can be effectively delivered via this mechanism and will include critical incident debrief. Where needed we will pull in additional face to face support.

7. Can I take my son or daughter back to our family home?

Absolutely, if you would be considering this, please do get in contact with the local management team who will support you to plan this in the most effective way possible.

Warmest regards,

The Achieve together team