



Q4, First Floor
The Square
Randalls Way
Leatherhead
Surrey, KT22 7TW

T. 01372 364 000
info@achievetogether.co.uk
www.achievetogether.co.uk

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Re: Coronavirus (COVID-19): Keeping our services safe

Dear Family member,

I hope you are managing to keep well in the current difficult circumstances. I wrote to you a couple of weeks ago, but the world is moving so fast, I felt it would be good to write again.

Our approach has been to send out family communications via all our homes across England and Wales to ensure good local contact, but in addition to this, from this Monday, we have also set up a [dedicated section of our website](#) where you can access the latest COVID-19 related resources, our business continuity plan and of course see some of the wonderful activities that are going on.

In terms of ensuring everyone stays as healthy and well as possible, we are continuing to follow closely the guidance and advice which is regularly being issued by Government, Public Health England, Public Health Wales and other relevant authorities.

We are all focussed on doing everything we can to protect the health of people we support and to minimise disruption. Our staff are doing a fantastic job, really stepping up to the challenge, I am very proud of them as I hope you are too from the feedback you receive from your loved ones. Please do take the time to let them know - compliments can go a long way in times like these.

Amongst the precautionary measures we have in place are:

- Closely following the general Government guidance on social distancing and self-isolation, for anyone experiencing symptoms of the virus.
- In line with Government guidance for Residential and Social Care providers, we are discouraging non-essential travel and are keeping non-essential visits to an absolute minimum. I appreciate that this is a difficult ask, but would encourage you to make as much use of technology to keep in touch as possible.
- Whilst the circumstances are certainly unusual, our teams are working hard to minimise the disruption to daily routines. There are number of creative initiatives we have in place to



Achieve together

support people, including films, cooking nights, gardening and indoor active programmes. Please do join us on social media, particularly Instagram, where we are asking followers to share their self-isolation activity ideas - there is some brilliant activity going on, the sharing of which is my highlight each week!

- We are maintaining the highest standards of hygiene, with stringent infection control measures in place everywhere. We have also introduced a number of new policies and procedures, supported by a 24/7 COVID-19 helpline to ensure our homes are as safe as possible for everyone.
- Hand hygiene continues to be one of our strongest defences and we are continuing to encourage increased frequency of handwashing with soap and water for more than 20 seconds, in line with the guidance. People we support have been creating social stories, videos and blogs to support the message across the organisation and we have been sharing this with the wider sector too, look out for our hashtag #achieveathome. The latest COVID-19 video can be accessed [here](#).

Please do address any questions or concerns with the team at the service who will be able to help you. In the meantime, I would like to take this opportunity to thank you for understanding and ongoing support and encourage you to have a look at our website and the materials on offer there which are being continually updated.

My best wishes to you and your family,

Emma Pearson

CEO