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COVID-19: Keeping people we support safe

Dear Family Member,

We are writing to keep you updated on our planning over the festive period, ensuring that we keep our services safe.

Achieve together supports many individuals who are clinically vulnerable and as such we have a duty of care to safeguard all prior to allowing any visits to or from our homes.

Visits to our Homes

In order to visit your loved one in their home the below needs to be followed:

- Make contact with the manager to request a visit and confirm intended visit dates – please note that we request one constant visitor with an absolute maximum of two and no children will be allowed into the home.
- A [risk assessment document](#) will be completed with you that will make you aware of all visitor requirements.
- On the day of the visit you will be required to sign a declaration form, have your temperature checked and if available undertake a LFT test. During your visit, you will be required to follow hygiene and PPE guidance as well as maintaining social distancing.
- At this time LFT test kits have not been made available to us but we are hoping that this will happen in the coming weeks.

Visits out of our Homes

In order for your loved one to visit you outside of their home you will need to:

- Make contact with the manager to request a visit and confirm intended stay dates.
- A [risk assessment document](#) will be completed with you that will make you aware of all measures needed to ensure a safe visit and a healthy return to the home.



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- An LFT (if available) will be completed on return to the home but in the absence of a period of 10-day isolation will be enforced on return.

We appreciate that this year has been incredibly difficult for all and we hope that you are keeping very well during these uncertain times. If you have any further questions, please view the [COVID-19 family resource](#) section of our website, do address any questions or concerns specific to your loved one with the team at the service or email our Family Liaison Team: families@achievetogether.co.uk. If you would like to sign up to receive the Achieve together newsletter and organisational updates please complete [this form](#). We 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 provided there, which are being continually updated.

We wish you a very happy and safe festive season.



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