

Visiting your relative's home and taking your relative out of their home – your help

I'm writing to all relatives of the people we support regarding the emerging situation in relation to Coronavirus.

I understand that this is a worrying time for many people and I want to reassure you that here at Inspire, providing a safe and healthy environment for the people we support and our colleagues is our number one priority.

Many of the people we support, and some of our colleagues, are in high risk groups and we therefore have a higher duty than most to take all appropriate precautions to protect people's wellbeing and play our part in delaying the spread of the virus. I want to take this opportunity to share with you some of the measures we've taken so far and importantly, ask for your help in keeping people safe too.

Measures we've taken

We've already taken proactive and comprehensive measures in response to the outbreak, including:

- **The formation of a dedicated Coronavirus Planning Group** made up of senior staff who are now dedicated to ensuring we have the correct protocols and response plans in place
- **Providing comprehensive guidance to all staff** on how to delay the spread of infection, including practicing good hygiene, minimising all non-essential face-to-face meetings and travel, the postponement of any organisational large gatherings, as well as guidance around service visitors
- **Evaluating our training protocols**, which has resulted in the significant step of postponing all but essential face-to-face training for staff and looking at alternatives such as online and facilitated group video call sessions
- **Working with our front-line leaders to complete detailed contingency planning work** on a service-by-service basis to ensure that we can continue to deliver high quality support to your loved one, as the outbreak escalates
- **We have an Escalated On Call team which will support operational staff** on Corona Virus related queries within the workplace and, if additional support is required, we have access to out of hours Public Health and Social Work teams

Visiting your relative

At Inspire, your relative's health and wellbeing is at the heart of everything we do. **We have taken the difficult decision to minimise visiting to people's homes and will be minimising the extent to which people we support go out and about in the community.** We understand this may not be possible for some people, therefore this will be dependent on people's individual needs and requirements. If any deviation on this decision is required, then each situation will be

Inspire

Beach Boulevard, Aberdeen, AB24 5HP

T: 01224 280 005 **E:** info@inspiremail.org.uk

www.inspireptl.org.uk

your life, our support



individually risk assessed and managed separately. **This will come into effect from Monday 23 March.**

Whilst of course the last thing we would want to do is place any restrictions on you visiting, we have come to this decision as on balance, it is the most appropriate and safest course of action in the current climate. **We therefore ask all visitors to refrain from visiting relatives and cancel any upcoming home visits except in an emergency and with prior agreement from the Support Manager or their representative.**

If you feel you need to visit your relative, we ask that you please contact the Support Manager or their representative to discuss any visits you may be planning before you arrive. You can do this by telephone or email and a decision will be made dependent on your request.

We understand that naturally this may come as upsetting news, but I hope you agree that reducing the potential spread of the virus is in the best interests of the people we support and our staff. We will of course ensure that we do everything possible to facilitate contact with your relative via telephone or other methods e.g. FaceTime where possible and you will be supported in facilitating this by staff within the service.

As soon as practical we will try to lift any unnecessary restrictions or look at putting a controlled programme of visits dependent on each service's individual needs and requirements as time progresses.

The overall aim being that we progress through this concerning and extraordinary period with as few people as possible infected with Coronavirus. We will of course continue to closely monitor the Government's guidance in relation to the outbreak and will respond as necessary.

In the meantime, if you do have any questions, please don't hesitate to speak to the Support Manager where your relative lives.

We appreciate your co-operation and support at this unprecedented time.

Yours sincerely,

Linda Gray

CEO, Inspire PTL (Partnership Through Life)

Inspire

Beach Boulevard, Aberdeen, AB24 5HP

T: 01224 280 005 **E:** info@inspiremail.org.uk

www.inspireptl.org.uk

your life, our support