

SERVICE STATEMENT **24/03/2020**

As a service, our most important people are our carers and families. It is with them at the forefront of our minds that we seek to continue to make a better life for carers throughout this uncertain period.

Our building is closed to visitors, but our staff team remain available by phone and email to support carers and families. Our priority is to take every measure possible to keep our staff safe and, in turn, keep our carers and families safe. We will continue to be led by what our carers and families need and how they want to be supported. We will always ask carers what works for them, what makes their families feel safe and best supported so please let us know if we can help in any way during this difficult time.

We ask that any carers inform us if they are self-isolating due to having symptoms or having had contact with someone who has a positive result for COVID-19.

Remember, the symptoms of the virus are:

- *a high temperature – you feel hot to touch on your chest or back*
- *a new, continuous cough – this means you've started coughing repeatedly*

Our face to face respite provision, on site and in the form of trips, has been suspended from 22/03/2020 to prevent the gathering of groups. We endeavour to provide updates from our team with activities, creative ideas and check ins across our social media feeds, closed Facebook groups and Whats App groups where appropriate and welcome families getting in touch to catch up through phonecalls and emails.

We will take action in line with Government and health guidance as the situation progresses and will post updates to our website and social media.