

OUR CORONAVIRUS RESPONSE: A MESSAGE FROM OUR CEO

Dear colleagues and stakeholders of Clear Pathway Care,

As the COVID-19 (C-19) situation continues to evolve, at **Clear Pathway Care** we have been continuously monitoring the official advice and responding accordingly. We are continuously providing our staff with up-to-date information and adapting our policies accordingly. We have acted quickly and decisively to implement the measures necessary to ensure the health and safety of everyone we support, and our co-workers and supply chain.

How our office is operating

As a small management team, we benefit from being able to oversee our daily operations using mobile technology. Our senior managers are working between home and our site, with our office landline automatically redirecting to a mobile phone which is held by a manager at all times. There is no delay in us being able to carry out our normal duties in our normal timely manner, due to the technology we use.

How this is impacting our work

In our specialist service, C-19 specific risk assessments and staff training are in place. As a small service, we continue to be open to new admissions, as we know that changing care needs don't stop. We are, wherever possible, conducting contact-free assessments but where site visits are paramount, our assessors will observe strict infection control measures including full PPE usage. We currently have not recorded a Coronavirus case within our service user population or staff team.

Safeguarding and access to external support is of key importance to those we support, now more so than ever. We are striving to link with local professionals and have continued to work with our external local LD team and safeguarding officer throughout the pandemic. GP's are still accessible, and we are making the most of remote technology to request medicines and support in safe, reduced-contact ways, where possible.

We have worked hard to ensure that our staff team continue to receive training and have sourced different courses from many different providers to make sure our team maintains their skill set in line with current guidance. This has meant being creative; finding online learning and even mentoring staff where required, to ensure they understand the content and can apply it to their working role.



Senior Managers have been on-site much more, ensuring that the wellbeing of service users and staff is good and carrying out extra assessments and sign posting to support where required.

Family contact

We understand that every situation is different. For some service users, the impact of not seeing family outweighs the risk of being in contact with the people they care about. We review every case individually, and, where necessary, we carry out mental capacity assessments and in the event of lacking capacity, a best interest decision-making process will be followed to decide whether a service user should have contact with those close to them or not. Where contact is the safest option, our managers and teams will work with all necessary parties to determine the safest way to conduct contact. Family visits to our sites will be avoided if at all possible, as this poses the greatest risk to service users. For service users who are experiencing a spell of 'no contact', we are using social media to ensure that they can still interact with family and friends; this includes WhatsApp, FaceTime and Skype. The use of social media has proved very successful!

How we are managing C-19 risks

We have a comprehensive C-19 information sharing systems for our staff, which are updated as guidance and restrictions change. Our team all know the contents of our C-19 risk assessments and these are discussed regularly. We are using our own Track & Trace system, which is located at the entry point of the unit. As we are located in an area that is currently in the lowest risk tier of 'medium', a lot of our efforts focus on proactive measures, such as handwashing, daily cleaning schedules, auditing and maintaining strong risk assessments. We have a comprehensive Red, Amber, Green management strategy in place, should we need to initiate reactive measures.

Closing thought

C-19 has affected every part of daily life for almost everyone. For those we support, the challenge of daily life can already be stressful and tiresome. That is why we are committed to continue providing a safe, predictable and conducive environment for our service users, while adaptations to maintain C-19 requirements are discreetly in place and the impact of these are carefully managed without compromising the safety of any party. We hope, like everyone else, that life will return to normal in the near future, however, we will continue to support our service users throughout the pandemic with compassion, care and respect, ensuring that their day-to-day needs are met without compromise and that our teams continue to receive the support and training they deserve.

Kind regards,

Jared Worthy