

9th April 2020

Dear Sir/Madam

Colebrook SW Ltd Covid-19 Update for Key Stakeholders

In light of the current situation and effects of Covid-19 on the health and social care sector, this is an overview of the plans and measures that Colebrook is taking to respond to the emerging pandemic, government guidelines and ensure the safety of the people we work with and our teams.

This will give you an idea of what to expect and provide assurances that we are doing everything we can to meet the needs of our clients and reduce the impact on our work.

Our Office and Teams

Since the announcement of measures for self-isolation, Colebrook has had approximately 10% of our staff isolating at any one time. We also have staff identified as high risk and shielding. We have closed our main Plymouth office (as of 23/03/2020) and other offices to all but a small number of key staff only, who are able to maintain social distancing within the space available. We have based as many staff to work at home as possible. Managers and staff are equipped to work remotely and to deliver services safely. Where possible phone redirects and answerphone messages are in use and we have maintained key access points by phone, post and email with the main office providing a communications hub. Our website is being regularly updated to show the latest position for each service, where any changes have been made.

Supporting Vulnerable People

We are closely monitoring all official guidance released for our sector and are in regular liaison with partner support agencies, commissioners and local developments to ensure we are working together.

In order to respond positively to the social distancing, isolation and shielding measures introduced and government guidelines, we have carried out a risk review of all the clients we work with and our staff to consider alternative means of delivering our support and ensuring everyone's safety.

This includes...

- Identifying the clients for whom face to face support is essential and the safest way of providing this
- Offering phone and video support to clients able to receive this
- Ensuring support addresses clients Covid-19 concerns and behaviours as well as ensuring essential tasks and needs are covered
- Working with partner agencies to ensure access to medication, food and money as needed.
- Creating staff guidance to ensure a safe and consistent approach to working in these circumstances.
- Closing non-essential buildings and services, especially where social distancing would not be possible, to focus on supporting vulnerable individuals.

Our business continuity plans are in place and we are working flexibly to ensure all clients have the support they need.

If you have any questions or concerns about our service during this difficult time, please contact the service manager - details can be found [here](#)

Yours faithfully

A handwritten signature in black ink, appearing to read 'Vicky Shipway', written in a cursive style.

Vicky Shipway
CEO