

## Persona Coronavirus Statement 2020

In light of the current situation across the country regarding the coronavirus pandemic we wanted to reassure you and share with you a number of steps that we are taking in order to adopt the government guidance and also to ensure that we are keeping our customers and staff safe whilst doing our bit to reduce the spread of the coronavirus within our services and across the community.

Our organisation is all about our people – staff and customers - and supporting them to live their best life. This hasn't stopped due to the coronavirus, it just means we are adapting and thinking creatively about how we can still achieve this within the current situation, and continue to achieve positive outcomes for customers. Our staff have been truly amazing and our values are shining through.

Our staff and teams have clear processes in place in relation to preventing and containing infections and we are ensuring that this is our upmost priority during the coronavirus outbreak.

**In light of recent news concerns around Personal Protective Equipment (PPE), we would like to reassure everyone that we have an adequate stock of PPE and our colleagues are working hard with our partners to ensure that staff can continue to use it safely and in line with the latest Public Health England guidance.**

We have also taken a number of additional steps:

- We made a decision to only allow essential visitors into our Short Stay Services (Elmhurst, Spurr House and Woodbury). We have put alternative communication methods in place as we know contact with others is so important. We thank all of our customer, carers and families for their understanding on this matter
- We have introduced a new infection control process for essential visitors at our Short Stay Services.
- We have asked all our staff who are able to work from home to do this, to do our part to support social distancing and to reduce the risk of passing any infection on to customers or other staff members.
- We have taken steps to limit the number of staff who work across some of our services and ensure that they remain in one base as much as this is practically possible.

- Staff who are self-isolating receive regular telephone contact to make sure they are ok and to check on their wellbeing.
- We have adapted our Day Services to reduce our face to face support, instead providing welfare calls and drops-in depending on the specific needs of customers and families.
- Staff are adapting and changing their rotas and shifts to work around their colleagues and their caring responsibilities at home in order to continue to provide support to our customers.
- Some staff have volunteered to self-isolate with customers who have developed some symptoms.
- Our Short Stay Management Team have been working hard to support hospitals to discharge anyone fit enough to do so, while our colleagues in Short Stay Services and LD Day Services have worked tirelessly to ensure customers are comfortable and safe.
- Staff and customers have been singing songs and sharing daily jokes via social media in order to lift each other spirits and remain positive.
- Staff have supported customers to become 'phone pals' so they are able to connect with their friends who they are not currently able to meet up with in person.
- Staff are using alternative forms of technology to keep customers in contact with their friends and family including skype, facetime and social media
- Our catering partner, [Cuppaccino's](#), who are working with us to provide home cooked meals to customers in their own homes while they are social isolating.
- And finally, along with many more creative ideas our customers are enjoying their gardens and making of the most of the lovely weather!

What has been great to see is that everyone is pulling together; our staff, customers, carers and the community, even in these scary and challenging times. By working together we will get through this, it might get harder before it gets better, but let's take each day at a time and remember to help each other and be kind.

If you'd like to know more on a regular basis about what our services are doing to support customers to live their best life and to support the wellbeing of both customers and staff, take a look at our social media channels on [Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#) by clicking on the links.

All of our services are contactable on their usual telephone lines if you wish to contact any of the teams.

For full guidance and information about the coronavirus please visit <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance> or visit the NHS website [here](#).