**White Leaf Support Covid 19 Response - Updated 6th May 2020**

Our number one priority as we respond to the ongoing Coronavirus situation is the safety and well-being of our residents and tenants, our staff, and our essential visitors, in particularly those who are more vulnerable.

With this in mind, we are striving to continue to provide our services with as little disruption as we can.

We want to take this opportunity to update you on how we are managing the crisis, and some of the actions we have taken to manage the situation.

All our staff have been asked to complete Covid19 training and we are working closely with Bucks Council to ensure we keep staff up to date with all the guidance and advice from NHS England and the government.

We know lack of Personal Protective Equipment (PPE) for care staff and NHS staff has been in the news. PPE is the collective term for items such as gloves, aprons, and hand sanitisers etc.  We want to reassure you that we currently have sufficient PPE in services.  We are actively ensuring a good supply chain and closely monitoring stocks in services.

The services all have lots of fresh food and supplies.

We have had to adapt very quickly to ensuring we follow guidelines for social distancing and keeping our residents, tenants and staff as safe as we can.

Our staff have responded well, and they are supporting everyone to engage in new and exciting activities within the houses.  We have been blessed with some lovely weather, so everyone is getting outside for fresh air and daily exercise, or spending time in the garden.

We are having to limit visitors to the services to essential visitors only – front line staff and manager, emergency maintenance plus essential fire / gas safety checks. Visitors, staff and clients are encouraged to regularly wash their hands or use hand sanitiser, particularly on entering and leaving a building.

The staff are staying connected with professionals via various platforms, skype, Zoom and WhatsApp and residents continue have access and contact to/with their social workers/GP.

We hope facetime and video calls are helping us to support families and their loved ones to stay connected at this difficult time – we need to continue to follow social distancing guidance, but families can drop things off to services by leaving things on the doorstep, please just let us know when you’re doing it so we can ensure items are handed out appropriately.

We are running limited maintenance services, but ensuring any urgent repairs are still fixed in a timely fashion.

We have allocated bank and agency staff to one service to reduce the risk of bringing infection into multiple services.  Head office staff will not visit services unless there is an urgent need to do so.

Head office staff are able to work remotely and are making good use of virtual meeting tools to keep connected with the managers and staff teams.

We are still actively recruiting and doing virtual interviews – these are going well and we look forward to introducing our new staff soon.

Although some staff have had to self-isolate due to having some symptoms, we have not had any confirmed cases.

We are joining in every Thursday at 8pm to clap for all keyworkers, and are thinking of our own amazing staff, and everyone else who is playing their part in keeping all our services running.

We are continually considering our business continuity planning and managers will continue to make contact with you to assist with this. We are planning to introduce live in carers if we get to a point that the virus has an impact on safe staff levels and we have a good pool of staff that we can call on to ensure we can keep the services running.

While we are dealing with such a fast moving, unprecedented situation -we will keep families as informed and up to date as we can.  We are regularly updating all staff around the latest government position.

 We hope you stay well and safe as this situation continues.

Please do not hesitate to contact Kelly, Sue or Victoria if you have any concerns or you would like more information.