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Dear Carer

Coronavirus (Covid-19) – Information for carers of people who access Day Services.

As you will be aware, in recent weeks there have been a number of cases of people up and down the country who have contracted coronavirus. Current projections are that this number could increase significantly over the coming weeks.

We are closely monitoring government advice and we are working closely with colleagues in Leeds City Council and the NHS to plan for any impact there may be to services.

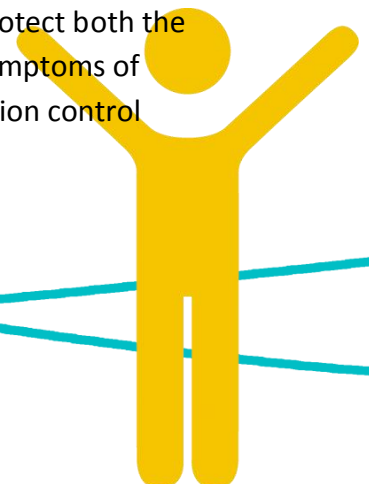
We have been making careful plans to ensure our services can continue throughout the pandemic, where practically possible. Given that we provide support to some of the most vulnerable people in the city, our attention is very much focussed on maintaining the health, safety and wellbeing of all the people who use our services.

Please read this letter carefully because it contains information that you need to know and asks you for information that we need to know.

Avoiding catching or spreading coronavirus

Our staff are doing everything they can to ensure the highest standards of hygiene are maintained to minimise the possibility of infection between both staff and customers who use our services. Staff have been given guidance issued regarding how to protect both the people we support and themselves. They have also been informed of the symptoms of coronavirus and every member of staff has been set up with an online infection control training to supplement their regular training.

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Aspire has access to an online Infection Control training package which we would like to make freely available to you, as a carer, if you would like to access such a course. If you want to take up this offer of online training about infection control please ring us on: **0113 378 1919**.

What should I do if the person I care for has coronavirus or the symptoms of coronavirus?

If the person you care for attends one of our day services, please ensure that they stay at home and seek advice from NHS line number 111. Please also ring the service that your family member attends to let them know they are ill.

What should I do if the person I care for has been in close contact with someone who has coronavirus, has the symptoms of coronavirus or who has been advised to self-isolate?

If the person you care for attends one of our day services, please do not send them into the service and seek advice from NHS line number 111. Please contact the service they attend by telephone to keep us informed.

What will happen if a lot of staff are off sick?

We have started to plan how we may need to respond as a service in the event of a rapid increase in the numbers of people who are affected by coronavirus. This includes having plans in place in the event of a sudden increase in sickness levels within staff teams.

Should the incidents of coronavirus significantly increase, there may come a point in the coming weeks when we will not be able to provide the full level of day services to people as we do at the current time. This may mean we have to reduce the numbers of days that the services are open and/or close the services for a period of time. Such a move would only take place after full consultation with Leeds City Council.

Will I get any help if the person I care for cannot attend day services?

Should coronavirus have a significant impact on our ability to continue to provide our full range of services and/or we are in a position where day services need to be closed, we will try to re-direct our available staffing resources to meet the needs of those families in most need.

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In order to help us plan how we can support families who have the greatest need for our services, I would ask you to contact the manager at the day service where your relative attends if you think that you are likely to need support from Aspire in the event that the day service they attend needs to be closed or the numbers of days it is open is reduced for a period of time.

Should there be any impact on our ability to deliver services due to either coronavirus or government advice we will let you know as soon as possible.

Finally, our priority is to maintain the health and wellbeing of customers and staff and I can assure you that, through close co-operation and working together, we will do all in our power to minimise the impact of the coronavirus on our services.

Yours faithfully,



Andy Rawnsley
Chief Executive

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