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17 March 2020

TO ALL FAMILIES AND FRIENDS OF PEOPLE SUPPORTED BY UNITED RESPONSE

COVID -19 (Coronavirus)

I am writing to you to let you know about the work and planning that United Response is doing to manage the way we provide support given the evolving concerns arising from the threat of **COVID -19** (Coronavirus). My apologies for the impersonal addressing of this letter, but that is in the spirit of getting the message out quickly.

I would like to re-assure you that we are monitoring the situation on a daily basis.

What we are doing across United Response

We have set up a CovidD Response Team to:

- Ensure we have a coordinated response across the organisation to manage the impact of the Coronavirus,
- Support local teams and answer their queries quickly,
- Ensure good communication and that the same message goes out to everyone.

To reduce the risk of spreading the virus we are:

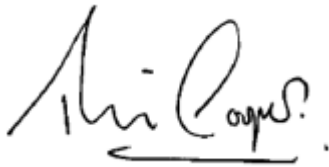
- Reducing non-essential face to face meetings and have moved them online. **This does not include face to face support for people,**
- Providing guidance for teams to assess risks of visitors and contractors to services,
- Supporting people to self-isolate where required – including paying statutory sick pay from day one,
- Sending out clear guidance for managers and staff teams on a regular basis,
- Ensuring all staff, including office based staff, are doing infection control training if they have not already,
- Working with government agencies to access the central supply of personal protective equipment (PPE),
- Monitoring self-isolation and any diagnosis and responding appropriately,
- Working with Government agencies and acting on the latest scientific and clinical advice to delay the spread of CoViD-19,
- Our health and safety team are taking calls about individual incidents and providing advice and guidance to managers and teams.

What we are doing locally:

- We are developing local based contingency plans which we will keep updated as the situation develops so we know what to do as events occur.
- We will need to restrict access to services by visitors in some circumstances and obviously need to ask that people who have been in contact with people who have been infected not to visit. We can make arrangements for telephone/video access locally.
- Local Managers and teams may be in contact with you to discuss changes, especially if this may involve a short term change in the way services are provided.
- We are liaising with local authorities to provide information and work together to plan for the next few weeks
- All of our teams understand the need for more robust hygiene practices and 'barrier care' as required.

I appreciate this is a very worrying time but if you have any questions or concerns, please contact your local Service Manager.

With very best wishes



Tim Cooper
Chief Executive



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