

Private and Confidential



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Dear Silva Care clients, parents, and carers,

I hope you are all keeping as well as can be expected in these difficult times. We are writing with an update following the latest government announcement. We want to reassure you that our services remain open during Lockdown and we will do all we can to ensure minimum disruption.

Please be assured we are following all guidance and are adhering to strict hygiene and infection control measures. These include; Temperature checks before staff begin a shift. Staff wearing personal protective equipment in line with the government guidance in care. Hourly hygiene cleaning of our buildings which are recorded. Social distancing wherever possible and in our outreach bases we have hired additional space to enable this. No unnecessary people are allowed to enter our buildings unless providing support, or essential maintenance. Strict risk assessments in place. Regular contact with the local authorities and The Care Quality Commission to ensure we remain up to date and compliant. This list is not exclusive and is just some of the main measures being taken.

If during the Lockdown, you or your loved ones choose to shield and remain at home we will keep in regular phone contact unless you advise otherwise, and as we did last time, will offer shopping and medication collection. We can also assist in other ways such as supporting with exercise if this helps.

We have an active Facebook page under Silva care. Just like the page to join. There will be regular updates, and activities to join in with. We also have a dedicated Covid page with updates on our website: www.silvacare.org.uk

We are hoping to avoid any disruption, however, please be aware some of our normal community activities will be closed and we will need to find alternatives. In the event of high levels of staff sickness, we may need to reduce some services and will let you know in advance, although we hope this will not be necessary.

If there are any further changes, we will keep you updated, and wish you all a safe winter.

Kind regards,

Sharon, Matt, and the Silva Care team.