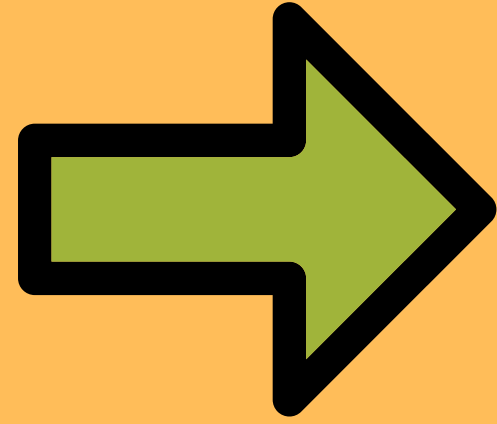



You Said



We Did

Welcome to our 'You Said, We Did' pages! We really appreciate the time that you take to fill out and respond to our quality assurance questionnaires. It gives us very helpful feedback on what we are doing well and what we could work on to provide the best possible service. We wanted the opportunity to be able to share with you any actions that we have taken as a direct result of any comments or feedback you have given us.

We asked:	
You said:	
We did:	



We asked:

Do you feel there are any further measures or support we could have implemented or offered?

You said:

"Some more information about the measures that Silva Care put in place, to keep family member safe, would be really helpful. Maybe sending letters with the guidelines. I believe that if we had these guidelines in writing, as well as your support workers, then we would be able to follow and/or challenge it if necessary."

We did:

We initially wrote to families, shortly after first lockdown in March 2020, outlining all the safety measures we were taking to keep people safe, and that these would be continually updated on our website and Facebook page as and when appropriate with changes in guidance from the government.

We appreciate some families stated in their response to our questionnaire that they did not receive this original letter. We have now sent out a further letter to encourage people to access our website for regular and up-to-date information. This was posted in November 2020.

We used our weekly welfare calls as an opportunity to share information about the safety measures that were in place at our sites and were open to any questions that our service users or their families/carers may have had.

Our guidance and full safety measures are available to be posted out at the request of any individuals, if this would be helpful and the most accessible way to access them.

We asked:

Do you feel there are any further measures or support we could have implemented or offered?

You said:

"To come up with activity ideas for when my loved one returns to services, so it can be as normal as possible"

We did:

We have always ensured that we are following relevant and up-to-date government guidance and guidelines when we have been planning activities with our service users. We have continually kept up-to-date with our local attractions, to see which ones are open and Covid-secure. We then individually risk assess any activities to ensure that all activities are safe for service users and our staff members as well as following what parents/carers and families are happy with. Our activities Champions have been working on ideas that can be shared with all sites for indoor winter activities that can be done, following this there will be the Silva Care Indoor Winter Challenge that all service users can take part in, if they wish to. We were able to host some events and activities via our Facebook page including Yoga sessions and bingo games. We have also produced a library of videos with sensory ideas for our team members and service user's families to be able to take inspiration from which can be found on our Facebook page and via our Youtube. We recognise that we could have done more to let people know about our social media platforms and have been taking steps to start to rectify this.

We asked:

Do you feel there are any further measures or support we could have implemented or offered?

You said:

"We would like to know the safety measures Silva Care has put in place before our loved one returns to service"

We did:

We have published all measures we have taken since the outbreak of the pandemic in March 2020 on our website. We have also regularly updated both our website and our social media pages with updated guidance that might be relevant for those we support. This can be found here: www.silvacare.org.uk/covid-19/ We do, however, understand that not everyone will be able to access the internet and have made special effort to share these measures with those who we have identified as not accessing our website.

Before any of our service users have returned to their services, after a period of isolating or choosing not to access service, our managers have had a lengthy conversation with families about their return and what we have put in place to keep everybody safe.

We are looking to be as reassuring about all the safety measures we have put in place and welcome any questions about them. Our measures include sourcing extra space for our outreach bases, ensuring our PPE levels are consistently efficient for our team members and training our team members on how to effectively use it, conducting staff temperature checks, as well as many other measures. Our health and safety leads have been regularly attending meetings throughout our local authority to share information with our peers to make sure that we are putting the most robust measures into place.

We asked:

Do you feel there are any further measures or support we could have implemented or offered?

You said:

"No, you have been very good. I like how you have been checking on me every week."

We did:

We knew it was important to keep in touch with all families who have needed to or had chosen to isolate throughout the pandemic. We have aimed to contact all service users not accessing our services, or their families/carers at least once a week, via telephone and video calls, depending on preference. This was both to check on the wellbeing of those who we support and their families/carers as well as offering practical services such as picking up medications or doing food shopping. We sent our service users activity packs that they could use, which included sensory activities such as water beads. From the feedback we got, it appeared that this level of keeping in touch worked well for those who we support, so we are going to return to this level throughout the November 2020 lockdown.