



Premier Care

(Plymouth) Limited

Premier Care (Plymouth) Limited
Old Court
Tavistock Road
Roborough
Plymouth
PL6 7BD

Tel: 01752 547252
Fax: 01752 560611

Email: mail@premiercareplymouth.co.uk
Website: www.premiercareplymouth.co.uk



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I'm sure that you are all well aware of the current situation with Coronavirus (COVID-19) and the effect this is having on the health and social care sector.

This is an announcement of measures we will be putting into place over the coming weeks and months to ensure the safety of the people we support and our employees so that you have a clear idea of what to expect and hopefully provide assurance that we are doing everything we possibly can to minimise the impact.

Current Status

As it stands, as of 17/03/2020 at 15:00 we have 9 employees who have self isolated but no confirmed Coronavirus cases. There is currently low disruption to service delivery, however, if the number of staff self isolating increases we will need to measure the impact on the organisation and make a decision on measures we can put in place to limit that disruption.

Staffing

Although we aren't able to predict (with complete accuracy) how staffing will be affected overall, we have created a staffing continuity tool which provides us with some idea of teams which could be more affected than others.

Office Closure

As a precautionary measure, our office will be closed effective of the 18th March 2020.

Tracey Underwood (Company Director) and Martin Malloch (Senior Service Manager) will remain at the office to coordinate organisational response and network with other providers and commissioning services but will not be directly contactable.

In an urgent or emergency situation, managers of both the supported living and domiciliary care service can be reached via the on-call phone. If you do not have this

number you can access it by calling the office phone and you will then be able to select the service you need to speak to from the menu.

Management Roles & Responsibilities

Due to the potential impact of Coronavirus across the organisation, we have made the decision for managers to only focus on priority tasks which will include:

- Ensuring food & essential item deliveries reach the people we support
- Ensuring medication deliveries reach the people we support
- Finding cover and physical cover for absence
- Providing on-call assistance in emergency situations
- Communicating updates to staff, service users and family
- Recruitment

The following systems will not be a priority (this list is not exhaustive and will include all 'non essential tasks'):

- Annual leave booking
- Support Plan & Risk Assessment updates
- Supervisions & Team Meetings
- General queries
- Complaints
- Training (although online training should be used where possible in an interim)
- Management checks
- Spot Checks

Team Leaders and Senior HCA's will provide a vital source of quality assurance; it's expected that when on shift they will carry out full checks with:

- Finances
- Medication
- Records
- Ensuring quality of support from team is of an acceptable standard

Training

Almost all group attendance training has been cancelled and managers will seek alternative online options where this is required.

The exception to this is MAPA training which is booked for 2nd & 3rd April 2020, however, dependent on changes in national measures there is the potential this could be cancelled at a future date.

Alternatives for Support (in critical situations)

As part of our continuity plan we have created a 'risk register' which highlights alternative means of delivering support for each person supported by Premier Care (Plymouth) Ltd.

- **Family Members / Relatives & Friends** – We have been in contact with relatives / family and now have a definitive list of those who are able to support at home and those who are able to support with tasks such as buying / delivering shopping.
- **Reduction in Support Levels (where safe to do so)** – The risk register highlights where support can be reduced for an interim period and if this is considered we will liaise with commissioners before putting this in place
- **United Plymouth Providers (UPP) & Agency** – We have been working to unite Plymouth providers (including agency organisations) so that we can share staff and resources and will continue this work in an attempt to minimise disruption to services.
- **Official Guidance** – We have been closely monitoring the official guidance being released and attempting to follow this and communicate with others (please see our organisation website, news section). We are also part of the Outstanding Managers Network and have been sharing ideas i.e. staff will carry official letters in the event of a lockdown which ensures they are able to continue in their duties, possibility of volunteers or temporary staff being used in a short term.

Finances & Medication

We've carried out an audit to ensure that all of the people we support have adequate amounts of medication and money.

Social Distancing & Infection Control

The risk register contains details of those who are at moderate and high risk due to age and health conditions.

We have contacted the staff teams supporting those at moderate or high risk to ensure that every precaution is taken to ensure social distancing is adhered to but we do recognise that support staff themselves present a risk which cannot be negated (aside from effective infection control and limiting amount of people visiting)

It's also the case that the teams supporting those at moderate or high risk are aware of the symptoms of Coronavirus and will contact 111 if the service user is displaying symptoms i.e. high temperature and continuous cough.

There is a national shortage of Personal Protective Equipment (PPE), fortunately we are well stocked at present and are awaiting details being provided of how to obtain free PPE for health and social care workers.

We advise that all of the people we support and our employees adhere to social distancing measures:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
3. Work from home, where possible. Your employer should support you to do this. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services

Conclusion

As stated in the letter released on 14th March 2020, we thank you all for continued support during this uncertain and unprecedented time.

We have a huge amount of gratitude and respect for employees and family members who have let us know that they will do everything they possibly can to limit disruption to the service in the event this situation escalates, it is truly heart-warming and humbling to be part of a team so committed to the people we support and it is this 'togetherness' that will be critical in our resilience over the coming weeks and months.

Tracey & Martin