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Advance
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www.advanceuk.org

For customers of Advance, friends and family: Our response to Coronavirus

We have been actively addressing the ongoing threat of the Coronavirus (COVID-19) outbreak in line with Government advice. We are committed to working closely with everyone to contain and manage the impact of the virus and continue delivering high quality services.

Our main priority is to protect customers, staff and visitors. We are following all Government advice and taking sensible precautions. We don't want anyone to take any unnecessary risk which could further spread the impact of the virus. Therefore with immediate effect we are asking for your support and agreement to make some temporary changes to the way we operate. To reduce risk to staff and customers we would like to:

- Limit visitors to appointment only. This way we can ensure whoever you are visiting is well and able to meet you, but also means we can manage your visit in a way which limits contact with other customers or staff in communal areas, which poses a risk of spreading potential infections. If you support this measure please contact the service directly to make an appointment to visit
- Services may limit ask you to limit visits to specific times – but this would be agreed at local service level based on the risk to our customers and I would encourage everyone to follow the Government guidance about limiting travel and social interaction
- Limiting visitor numbers in line with Government guidance wherever possible to reduce the risk of the spread of the virus
- Please DO NOT VISIT if you are in any way unwell with coughs, colds, headaches or other illness. Please follow the Government guidance about travel and social distancing
- Services with a keycode access or password access to the building will be changed. This is to avoid anyone entering the service without our staff knowing
- We know this is a worrying time for everyone – especially our customers – and will do all we can to ensure you can keep in contact with your loved ones. Where possible, and technology allows, we will try to help you make contact using Facetime or Skype or telephone calls to limit any travel



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Advance is the trading name of Advance Housing and Support Ltd, Registered Office 2 Witan Way, Witney, Oxon OX28 6FH

- If your visit is essential please wash your hands and or use the hand sanitiser available when you arrive and leave the service – staff will point out where you can do this safely
- We have taken the decision to try to limit customer appointments to essential only – whether this be to a doctor, hospital etc. We will support customers to access any visits online or by phone – depending on what is possible. Please be assured we will do all we can to make sure anyone who is ill or has other health needs gets to access the people or advice they need
- We have taken the decision to stop all group external trips. We will of course continue to support customers who need to make essential visits out of the service and we are making arrangements to ensure shopping and pharmacy visits etc continue. Our staff are essential key workers and have been provided with a letter which they can present if they are challenged if they are out in public with a customer

Other than these actions we are trying our absolute best to ensure we keep delivering the care you would expect of us to our customers. We want to try to carry on as normal as long as possible and not cause any worry or undue concern. If any customers are concerned about reduced visits or contact with friends and family we will be sensitive and explain the reasoning as simply as possible but without creating undue concern or worry.

If any customer or member of staff is confirmed to have coronavirus we will let you know. Equally if you or a family member is diagnosed or showing symptoms please do follow the Government advice to limit the exposure to others. It's really important we keep our customers and staff as safe as possible and do all we can to limit any risk of the virus being spread in our services.

If you have any questions about these precautions please do contact the local Service Manager or your Support Worker contact. They should be able to advise you of the current position in each service. With things changing frequently it is best to talk to someone locally to understand any other specific measures put in place.

As we continue to monitor the situation we will update our plans and share further updates as more information is available from the Government. Thank you for your cooperation and support.

Yours sincerely,

Debbie Neill

Director of Support

