

We have all faced a difficult and uncertain period over the past 18 months. During this time it has been necessary for some of our Team to take time away from work to deal with COVID-19 related challenges and we have demonstrated flexibility and understanding. Time away from work has included instances of self-isolation if you or those you live with are showing one or more virus symptoms.

For current information about COVID-19, please visit either the **GOV.UK** or **NHS** websites, or if you are concerned you or someone you are in contact with has COVID-19 call 111.

This document details the latest advice from Phoenix about the steps we are taking at our services. This information is intended for people who use or access Phoenix services, our Team Members and any visitors to our services only.

We are a provider of residential and supported living placements for Young Adults, residential and supported placements for Children and education placements for Children and Young Adults.

During the lockdown periods we have continued to operate our services due to the nature of the provisions although some of our education services have had reduced on-site operations but continued to support those who required ongoing attendance.

We have entered a unique and unprecedented global scenario which hasn't been seen in peacetime previously and will likely affect us for many years. It is important we protect and be supportive of each other and that we take practical steps based on fact to find the best solutions to the challenges ahead. Working as a team makes us stronger and more resilient to the challenges ahead and I'd like to express my personal thanks for the commitment and strength demonstrated by our teams in keeping people safe.

By sharing photos, pictures, poems and good news stories with everyone across the business including weekly video messages from our management team, we have seen first-hand how resilient, kind, caring and motivated our staff and young people have been throughout this crisis and feel extremely proud. You will find many examples of these on our website, Facebook page and YouTube channel so please take a look using the links below.

On the following pages we have set out some of the steps we have and continue to take during these times. This will be updated to reflect updates in the steps we are taking to manage this situation.

Jon Pain

Chief Executive



COVID-19 (Coronavirus)

As part of our ongoing communications, we would urge you to sign up for our Facebook and Twitter feeds as news concerning Phoenix is being continually updated. You can also see the fantastic work going on across the Group.

Please click the links below.



PhoenixLearningAndCareGroup



PhoenixLCG

People We Support and Team Members

We are reviewing the current situation on a regular basis as Government guidance refreshes and working to protect the People We Support and our Team Members. We have contingency plans in place which are regularly updated with changing circumstances and government guidance.

We have a Covid-19 Response Leadership Team in place led by the Chief Executive and comprising of senior leaders from across the business. We have taken steps to secure PPE, food and cleaning supplies in the event of an outbreak in one of our services.

We follow the guidance issued by the Government, NHS & PHE. Operational leaders have been in regular communication with our Managers to share plans and guidance on managing the current situation and preventing the spread of infection. Each location is required to follow infection control procedures (including hand washing) and cleaning schedules to prevent the risk of infection spreading. Procedures are in place in the event of an infection outbreak and everyone is required to adhere to the Government's social distancing guidelines whilst in the community.

All Team Members are required to not come into work if they are displaying symptoms and, following government defined isolation periods, must go through a return to work protocol if they are now symptom free.

If you have any further questions about our response to the COVID-19 please call the Manager or Head Teacher at the service you are connected with using the local number if you have been issued with this. Alternatively, you can call our mainline on 0330 135 8 135.

Personal Protection Equipment (PPE)

We continue to follow the government guidance regarding the use of PPE. Due to the nature of our services we are not a high user of PPE compared to other care settings providing significant personal and intimate care to people who may be high risk.

We have sufficient supplies of PPE which we hold at appropriate locations for distribution across the group.

Testing for COVID-19

Testing kits can and have been sourced for people we support where they have displayed symptoms. This is done in conjunction with the GP or other medical professionals.

As essential workers our employees are able to access testing kits through the government schemes via self-referral or company referral.

Communicating with your relatives

We continue to work with families and Social Workers to ensure contact and visiting to families continues where it is safe to do so and in line with government guidance.

At present the Government guidance allows children within residential care to continue face to face contact with their family and we will work with children, their families and Social Worker to support this safely.

In our Education settings the current Government guidance is that people on an EHCP can still attend their education placement. Residential students are allowed to move between their educational placement and their home. If students have returned home, for example over a holiday period, and they come into contact with someone with symptoms of coronavirus (COVID-19), or display symptoms themselves, then they must not return to the educational setting, and must self-isolate at home in line with PHE guidance. When admitting students back into an education setting, we undertake a risk assessment in line with the guidance.

We have been posting stories and pictures to our Facebook page to hopefully reassure family and friends that their loved ones are keeping well. We already have a range of communication devices in our services which continue to be available for people to maintain contact.

Visiting a Phoenix site

For Phoenix, the health and safety of the People We Support and Team Members is paramount. We made the decision to restrict non-essential visitors to all our sites. Whilst this was a decision we would have preferred not to make it was felt essential in order to safeguard everyone. As per the section above, we continue to facilitate contact where safe to do so and within guidance.

Non-essential visits include visits from family/friends, contractors carrying out non-essential services and all but direct-management team members. If you can delay your visit or achieve its purpose via another method (i.e. through a phone call or video call) please do so.

CQC & Ofsted suspended all inspections and have plans to return to physical inspections, but we are in regular communication with both organisations. Our Independent Visitors have paused physical visits at present but are continuing with reviewing our services remotely.

Requests for essential visits where exceptional circumstances arise will be considered but must be agreed by the location manager and Senior Operational Managers following a risk assessment. If an essential visit is granted, we shall set out the steps required to maintain safety.

As the coronavirus (COVID-19) pandemic continues, we want to ensure that you are aware of what steps we are taking to protect the children and adults we support.

To ensure the safety and wellbeing of our Employees and the People we support, we want to ensure that we reduce the risk of the virus. COVID-19 does not affect everyone in the same way and therefore some people may not always have the symptoms set out on GOV.UK.

To support face-to-face visits in our services, it is important that all visitors have access to regular testing and are aware of available testing routes prior to a visit. This will help to prevent visitors from unknowingly bringing asymptomatic cases into our services. We therefore request that prior to visiting one of our services that you complete a Lateral Flow Test.

The Government announced that anyone in England (including those without symptoms) is able to access free, rapid lateral flow tests for themselves and their families to use twice a week, in line with clinical guidance. In Wales, people can get lateral flow tests for their household if anyone is a volunteer, cannot work from home, or works as an unpaid carer.

Please follow the link below to order lateral flow tests to your home:

https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests?fbclid=IwAR2HeBvMziX25K0aha8ENJ5t7jC6C03ITw30bDW-IM04B_cuR3nHeZ2xFb0

If you are unable to access a test or are unable to test prior to your visit tests will be available in our services. We have limited tests available so please only use this as a last resort. If we have no spare tests available then this may result in your visit not being able to take place. Please inform a member of the team that you require one and this can be completed prior to entering the building.

You will be asked to complete a Visitor Screening form on arrival at any of our services and details pertaining to your Lateral Flow Test result will be recorded accordingly