

St. Michael's House -Family Frequently Asked Questions May 21st

We understand that this is a very difficult time for Families. Please see some answers to your questions about St.Michael's House services during #Covid-19

Q. Are St.Michael's House frontline residential staff being offered testing for Covid-19 ?

A. Yes. All St. Michael's House residential staff have been offered testing for Covid-19.This screening programme is now completed within our services.

Q. Has St. Michael's House sufficient Protective Clothing (PPE) to support current need in Residential Services ?

A. Yes. St. Michael's House has sufficient PPE and are distributing it to residential houses as required. We continue to work with the HSE.

Q. Are staff wearing masks each day with my family member in Residential Care ?

A. St. Michael's House have fully implemented recommendations regarding the use of masks from HSE /HSPC. We have provided masks, training cards and webinars on how to use masks correctly. We are working closely with the HSE to continue to secure the necessary supply.

Q. As a Primary Carer, can I get Protective Clothing (PPE) for my home ?

A. Yes. Family Carers Ireland can support a request for PPE clothing for Family Carers . Call National Careline 1800 240724 and make a request . Please see familycarers.ie

Q. What are the next steps for St.Michael's House now that Ireland is in phase 1 of Governments Roadmap to Reopening Society ?

A. St. Michael's House is working within this guidance . We will continue to be guided by the HSE and the National Public Health Emergency Team (NPHET).

Q. Is there a date for a re-introduction St. Michael's House Day Services ?

A. There is no such definite date set .There will be a phased and gradual re-introduction towards September.

Q. What is St.Michael's House plans for a re-introduction of Day Services ?

A. We have established a *Reopening of Services Group* to continually manage and monitor this process. Areas include ; Residential services, Day services, Clinical services, Respite and support services.

We are working to develop alternative options. We understand the need to resume services. We are guided and adhering to HSE and Public Health guidelines. Families will be notified as soon as information becomes available.

St. Michael's House -Family Frequently Asked Questions May 21St

Q. What will the re-introduction of Day services provided by St.Michael's House look like ?

A. The Day services provided by St Michael's House will be gradual and phased. It will take account of the necessary infection control measures and will be subject to regular review. Our services will need to change and adapt to adjust to this ' new normal'. Our priority is to protect service users and their families and our staff teams.

Q. Is there any new developments for families and service users online ?

A. Yes- The recently launched **Activity Hub** accessible www.smh.ie homepage . The Activity Hub has been designed by our staff to support you at home during this challenging time. It includes a timetable of fun activities and a range of information to help keep your mind and body healthy and happy.

Q. Is there any further information available to families and service users ?

A. We have published a wide range of information and guides to support families and service users during the national pandemic on our website www.smh.ie. This information is updated on a regular basis and families are encouraged to check in regularly.

Q. Where can I send a query to be answered so all families can be informed ?

A. Please email any questions to - info@smh.ie so it maybe added to the next Family FAQ's .

Thank you.