

## Information for People Returning to *(name of day service)* and their Family Member(s)

### Before Returning to *(name of day service)*:

- A 'Return to Day Service Form' must be completed by or for each person and returned on the first day they restart at *(name of day service)*.
- Contact phone numbers for each person's key family member(s) must be on record at *(name of day service)*.
- People coming to *(name of day service)* should have their temperature taken before they leave home, an hour before they arrive at the service.
- People coming to *(name of day service)* must be feeling well and not have a high temperature (a temperature of 38 degrees celsius or higher) or any symptoms of cold or flu.
- People coming to *(name of day service)* must have recently cleaned hands and faces.
- People coming to *(name of day service)* should wear a face mask or visor, if they can. This is for their own protection and for others. Staff will be wearing masks too.
- People coming to *(name of day service)* should bring their own packed lunch and drink, including their own cutlery and cup if they need these. An exception to this is people who need special food, food preparation methods or equipment. In these cases, staff will discuss this with the person and their family member(s) ahead of the return to service and will agree how this will be done.
- Each person will be given a specific time in advance for their arrival and collection. This is to eliminate crossover and congregating at the entrance. Please try to keep as closely as possible to your time. If someone else is at the entrance when you arrive, please wait until that person has entered or exited the building before you approach.
- Before entering the building for each session, staff will complete a checklist with the person and will check their temperature.
- The checklist asks about the person's own health status - how they are feeling on the day, whether they have any symptoms of a cold or flu, whether they have been referred for a Covid-19 test or are awaiting test results. It also asks about the other family or household members who the person lives with i.e. whether anyone in the household has cold or flu symptoms, is awaiting test results for Covid-19, or has been a close contact of someone found to be Covid-19 positive.
- If any of the answers to the checklist raises a concern or if a person has a fever (i.e. a temperature of 38 degrees celsius or higher), they will not be able to enter *(name off day service)* that day and they will be advised to return home, self-isolate and contact their GP.
- Note: for those collected from their home by day service staff or driver/escort, the checklist will be completed at that point, before leaving the person's home.

### While at *(name of day service)*:

- As well as the usual range of activities and programmes, there will be ongoing training and/or opportunities for practice provided to service users attending *(name of day service)* on: respiratory etiquette, social distancing, hand hygiene, and the use of face

coverings. Training and practice will be personalised to take account of each individual's communication methods and level of comprehension.

- An attendance log will be kept each day, to record everyone who comes into the service building. If anyone who attends or works at the service develops Covid-19, this log will be provided to those completing contact tracing.
- During the initial stages of service resumption, family members and other visitors will not be permitted to enter the building. This is in order to keep contact numbers and footfall as low as possible. This does not apply to clinical and management staff, who will only visit for essential purposes and, if attending, will follow appropriate Infection Prevention and Control procedures.

#### **If a Person Becomes Unwell:**

- If a person becomes unwell while at *(name of day service)*, their key family member(s) will be contacted and asked to collect them as soon as possible. Staff will endeavour to make the person comfortable in a separate designated room until collected.
- On collection, the person and their key family member(s) will be advised to go directly home and to self-isolate and contact their GP for advice.
- If any person attending *(name of day service)* or staff is confirmed Covid-19 positive, GP, occupational health and public health advice will be sought and followed with regard to the contact tracing and self-isolation requirements in the specific case.
- There may be times when *(name of day service)* needs to close for a period of time because of the health status of those attending and/or staff. This will be communicated to those attending and to their key family member(s) as soon as the need to close is known.

#### **Phased Resumption of Services:**

- In order to ensure the best possible health and wellbeing of all persons attending *(name of day service)* and staff, the operation of the service, including Infection Prevention and Control procedures, will be kept under continual review.
- It is planned to resume services at *(name of day service)* in a phased way, with a gradual increase in service provision days and hours for each person over time. Should changes in public health guidance, Covid-19 status of staff or persons attending the service, availability of staffing or other issues arise, however, which affect the ability of the service to operate in a safe manner, it may be necessary to revise or slow down this resumption plan.

#### **Questions & Queries:**

- Our aim is to have as safe and enjoyable a return to service as possible, for all. Please bear with us while we get used to new ways of working together.
- If you have any ideas, questions or concerns about your service or need any practical information, please discuss this with staff at *(name of day service)*.