

**Running services**  
**+ Leading projects**  
**+ Helping thousands**  
**+ Changing minds**  
**+ Tackling isolation**  
**+ Rebuilding communities**

It all adds up to

**Livability**

5 January 2021

Dear Family Member/ Carer/ Representative

Firstly, please allow me to wish you a Happy New Year.

As we all know, 2020 was a difficult year. Although I am hopeful of a better year in 2021 we know that COVID-19 will continue to challenge us, at least in the first 3 months of this New Year.

The Prime Minister announced National Lockdown restrictions for the whole of England on 4 January 2021 and indicated these measure would be in place until at least mid-February 2021. I have looked at the measure we need to have in place and have concluded that the following steps are necessary

CARE HOME SERVICES

LIVABILITY ACTIVITY	NATIONAL LOCKDOWN RESPONSE
Care Home Visits (family/ friends)	Indoor: visits for End of Life family visits only.  Outdoor and window visits can take place. One visitor at a time.
Care Home Visits (contractor/ other)	Essential only and agreed via COVID Team/ Oncall
Care Home CQC/ Funder inspection	Legally allowed to take place – advise inspector of service COVID status
Indoor Visits Away from Care Home (including visiting friends and family)	Not to take place
Shopping trip (away from care home)	Not to take place
Medical appointments (away from care home)	Essential only – robust risk assessment agreed by Regional Director/ COVID Team/ On call

## SUPPORTED LIVING SERVICES

<b>Livability Activity</b>	<b>NATIONAL LOCKDOWN RESTRICTIONS</b>
<b>Visits to Supported Living services (friends and family)</b>	Not to take place unless part of legally agreed extended household)
<b>Visiting friends and family away from Supported Living services</b>	Not to take place unless part of legally agreed extended household)
<b>Medical appointments (away from supported living service)</b>	Recommend Essential only - notify local authority of risk, develop risk assessment to reduce risk to lowest levels
<b>Day service/ other attendance from people living in Supported Living services</b>	Strongly advise against – notify local authority of risk
<b>Supported Living Visits – Contractor/ Other</b>	Essential only and agreed by COVID-19 Team/ Oncall

## DAY SERVICES

In most cases our day services will close, this is for a mixture of reasons including minimising COVID-19 transmission and financial viability which is very difficult to achieve during times of stringent restrictions. Where we have a block contract to deliver a day service with a funder we will work with the funder to agree a way forward and communicate accordingly.

## **Moving Forward**

The National Lockdown restrictions and the new variant of COVID-19 means that for many people the start of this New Year will be a time of worry. Although we are concerned about the welfare of the people we support and our staff we are heartened by the fact that the things that have helped us to keep people safe in 2020 are the same in 2021 – we just need to be even more careful.

Following the Prime Minister's announcement on 4 January 2021, we expect a good number of the people we support and all of our staff to have been offered the COVID-19 vaccine by mid-February 2021. We are hopeful that this will go a long way towards making it easier to enable our services to operate the way they did before the pandemic. I pray that day comes sooner rather than later.

If you have any questions please contact the manager of your local Livability service and they should be able to provide you with the information you need.

Many thanks for your on-going support and co-operation.

Yours sincerely

Jane Percy  
Executive Director of Operations