1 November 2020

Dear Colleagues

Further to the UK Government’s announcement that England will have a nationwide lockdown, due to rising levels of COVID-19 transmission, for four weeks starting from Thursday 5 November 2020, I am writing to you to explain what this means for Livability’s services and to provide you with assurance that Livability continues to take all measures necessary to keep you and the people we support safe.

**What the new measures mean for our services in England**

We will continue to operate our care home, supported living, domiciliary care, rehabilitation and education services throughout this period of lockdown. These services all deliver essential care and support to the people we support and the government has made clear they expect services such as these to continue to operate. We will be implementing some changes to these services such as stopping non-essential visitors from visiting care homes and supporting people living in supported living settings to follow the nationwide restrictions announced by the UK Government.

We will be discussing our day services with funders before making a decision whether or not they will stay open. During the lockdown period, we will not be re-opening any day service that is currently closed.

We will be closing our Holton Lee site with effect of 5 November 2020 and so Flourish will close until the site re-opens. All of our domiciliary care offices will close with staff asked to work from home instead.

**Changes to usual practice**

We had previously taken decisions about changes to usual working practice that needed to be in place across all of our services in England – such as not having face-to-face supervision meetings and restrictions on face-to-face training. We review these decisions on a regular basis however they are likely to tighten during the period of lockdown.

I am aware that some of these measures are thought to be very intrusive on the operation of our services, however the UK Government has always been clear that in workplaces, face-to-face contact must be on an essential basis only. We will continue to advise of changes to usual practice via our weekly briefing. All staff should read these briefings each week.

**Infection control and PPE**

We will continue to provide guidance on infection control to all services. We have worked hard to ensure that all Livability services have access to the PPE needed to support the safety of all Livability staff and the people we support. If you are unsure about PPE requirements please talk to your manager and/or read Livability’s PPE Standard Operating Procedure.

**Clinically extremely vulnerable staff**

We are awaiting further clarity from the UK Government about the measures we need to have in place for staff who are considered to be clinically extremely vulnerable to COVID-19. We will identify those workers and agree the correct course of action with their manager. The manager will then be in touch to communicate the next steps.

**Re-deployed staff**

Staff who are currently re-deployed because their usual service is closed will continue to be re-deployed as now. If a service you work in closes we will look to re-deploy you to an appropriate alternative Livability service.

**What you can expect from Livability**

Livability will ensure that you have access to all of the PPE you need to do your job safely and well. We will also ensure that the guidance on infection control is centred on best practice so that you and the people you support are as safe as possible.

We will communicate weekly regarding updates and changes that need to be made and you can be assured that your welfare is a priority for Livability.

**What Livability expects from you and why**

We need you to continue to come to work and follow the guidance that we issue. The work you do is critical to the wellbeing of many of society’s most vulnerable people. Every day you come to work you are making a difference to the lives of the people you support and by following the guidance you are helping the nation to combat COVID-19.

**Thank you**

The response to the initial wave of COVID-19 was amazing. It was inspiring to see our staff teams across the UK pull together to ensure people received the care and support they needed. On behalf of Livability I wholeheartedly express my gratitude for the difference you made back then and for the difference your efforts will make in the coming weeks and months. You are quite simply, truly amazing.

I hope you and your family are safe and stay safe.

Yours sincerely

Jane Percy

Executive Director of Operations