

## **Information for Individuals, family and professionals**

This information has been developed to keep Individuals who use our services, their families and professionals updated on the measures we will take as we enter Alert Level Zero.

The safety and well-being of Individuals, staff and their families are at the heart of decision making, as we carefully plan our first steps into Alert Level Zero. We are following the latest Welsh Government guidance and are working in conjunction with our Health and Safety Officer as we review our current Coronavirus Risk Assessment to plan how we safely support individuals attending the services going forward.

### **Government Guidance as we move to Alert Level Zero**

Mark Drakeford MS First Minister of Wales and Eluned Morgan MS Minister for Health and Social Services commented:

We have not yet reached a position where we can remove all protections and – in line with the latest scientific and public health advice – we will keep some measures in place at alert level zero.

Protective behaviours continue to be very important –

- these include keeping your distance wherever possible;
- minimising the number of social contacts and time spent with them;
- meeting outdoors or in well-ventilated places;
- avoiding crowded places wherever possible
- Wearing a face covering when that's not possible.
- Face coverings will continue to be required by law in some settings, such as public transport and healthcare.

Retaining some measures at alert level zero are necessary because the virus continues to be in circulation in our communities and the vaccination campaign is not yet complete – around 30% of adults (around 45% of our population) are not yet fully vaccinated. We also need to recognise that some groups are at continued high risk of adverse COVID outcomes even after being vaccinated, such as people who are immunosuppressed.

The most effective measures are those that prevent infectious people from circulating and transmitting the virus – these include:

- Core elements of the TTP system, such as getting tested and self-isolating when a person has symptoms.
- The next most effective are those that limit the chance of an infected person going somewhere where they can infect others

- It is also important we continue to be focused on the inequity COVID-19 has caused and we take care not to exacerbate it. For example, we need to protect those most exposed to coronavirus risks, even at lower levels of prevalence. This includes staff in public services.
- Retaining a focus on these risks through formal risk assessment will be central to our approach.

### **What are we doing in services to respond to the latest guidance?**

We are currently working with our Health and Safety officer to review our Coronavirus Risk Assessments.

Adapting to reduce control measures may cause concern to people who use our services and some staff. We will provide reassurance and encourage sensitivity towards, people who may still be worried about whether it is safe to return to a more “normal” way of living.

One of the most significant changes to the regulations is the change from the 2 metre physical distancing to alternative ways of minimising risk. This requires careful consideration and planning not to exacerbate the unequal impacts COVID-19 has had, and continues to have, on people who use our services and our staff who are most exposed to COVID-19 risks.

Social care settings are high-risk environments, where vulnerable and ill people may be at increased risk and where large numbers of people can be present at one time.

We will also have to take account of the environment, whether people will meet outdoors or indoors, the ventilation and the number of individuals who can safely be supported in each service.

Welsh Government highlighted the need to keep your distance wherever possible; minimising the number of social contacts and time spent with them, and avoiding crowded spaces. In order to help reduce the spread of the virus and help protect the most vulnerable, there is a legal duty for businesses, employers and other organisations to protect their employees and customers while on their premises. We must undertake a coronavirus risk assessment of their premises and activities and take reasonable measures to minimise exposure to, and the spread of, coronavirus based on that risk assessment.

Our priority is the safety and well-being of individuals and our staff and of course supporting families to have a break from their caring role and is at the forefront of our planning.

We will take a cautious and phased approach to increasing numbers of individuals attending the service. In order to manage this safely, and in line with Welsh Government legal requirements, we will be revising our risk assessment and initially considering adopting a 1 metre social distancing rule. This will increase capacity

within the service but will still mean services are not back to full capacity. The risk assessment will be reviewed weekly.

Supported by the Council's Health and Safety Officer each service will be reviewing their risk assessment, taking account of the number of individuals that will be attending, their level of vulnerability, whether they will be seated or moving around with the risk of moving into another person's space. This will take 2-3 weeks starting with the larger service buildings, which should be able to increase capacity more quickly.

For day services we will commence with:

1. Fforestfach, Abergelli, Swansea Vale, West Cross, CREST
2. Parkway, Trewarren, Birchgrove and Maesglas SNS
3. Toronto, Gorseinon, Glandwr, Whitethorns
4. St Johns, Norton Lodge, Ty Waunarwydd day services

The latest positions will be updated on our website

[www.swansea.gov.uk/daysupportservices](http://www.swansea.gov.uk/daysupportservices)

The same risk assessment to increase capacity will be undertaken for the residential services.

#### **Existing control measures that will continue:**

- Masks will continue to be one of our control measures
- One of the core elements to stop infected people spreading the virus is the TTP system, such as getting tested and self-isolating when a person has symptoms.
- TTP records will also be an important part of our control measures, this will be particularly important if individuals visit other services.
- Meet outdoors wherever possible or if indoors this should be held in well ventilated rooms
- Staff will continue to practice high levels of hand hygiene and will support service users to do so at all times
- Temperature recording will continue as this will be an indicator that someone may be feeling unwell, and assist staff to monitor individuals symptoms
- Cleaning regimes and disinfectant mats will remain in place as a measure of good practice going forward beyond Alert Level Zero
- PPE will continue to be used in line with Welsh Government guidance
- Twice weekly LFD testing and once weekly PCR testing is proposed as control measures are eased

#### **What can people who use the service and family members do to help keep everyone safe?**

We need to work together to avoid or remove the risk of coronavirus being present at our premises. Therefore, we ask you to follow the guidance below when attending the service:

- You must not attend if you feel unwell and should get tested immediately.
- You must still self-isolate for 10 days if you test positive for COVID-19.
- If you are a close contact of someone who has tested positive and you are not fully vaccinated you must also self-isolate for 10 days as instructed by the Test Trace Protect system.
- wash your hands regularly, or use non-touch sanitising stations
- avoid touching your face with unwashed hands
- Wear a face covering when asked to do so.
- remain within your allocated activity space and try to avoid touching surfaces outside of this
- keep at least 1 metre apart from others
- Avoid hand holding
- You may wish to bring a coat or warmer clothing as we will need to open windows and ensure that rooms are well ventilated throughout your time at the service.
- Follow directions about how to enter and walk around premises (if a one-way system has been put in place)
- When using shared facilities such as toilets, make sure you check the room limit (There will be a number on the door of how many may safely be in the space) and wait outside until the room is free.
- If you are unsure about anything speak to the member of staff leading your group who will advise on what you need to do.

**As we slowly increase the number of people who attend our services, we will continually review how we support you. To support more people we may need to swap a risky activity for a less risky one. This could include:**

- Reducing the time that people come into face-to-face contact.
- Avoid activities that are deemed higher risk of spreading coronavirus or consider moving this activity to an outdoor space
- Changing activity patterns so that people attend in a fixed group or arrive at and leave the service at staggered times (this limits the number of people that the virus can potentially spread to).
- Moving to outdoors wherever we can to reduce potential spread of the virus surface contamination and aerosol transmission.
- Using technology to replace face-to-face interactions, for example using Google classroom.

It is a very positive step moving to Alert Level Zero and we will do everything we can to make the changes in a timely manner, maintaining the safety and well-being of individuals and staff whilst gradually increasing the number of individuals we can support in a safe way.

We understand this has been a very difficult 18 months but will do everything we can to welcome all individuals back to service as soon as we can.

**If you attend a Day service and wish to discuss further please contact your individual service manager:**

Fforestfach day service: 01792 588614 - Deborah Webb/ Georgina Davies

Abergelli or Ty Waunarlwydd day service: 01792 563654 - Sandra Watson

Birchgrove SNS: 01792 321522 - Lorraine Howells

CREST: 01792 652101 - Steve Williams or James Thomas

Glandwr: 01792 650 350 - Lloyd Jones

Gorseinon: 01792 897932 - Lloyd Jones

Norton Lodge or St Johns Day service: 01792 456593 - Amanda Gallivan

Parkway SNS or West Cross day service: 01792 207005 - Berwyn Jones

New Horizons: 01792 785020 - Lorraine Howells or Steve Cook

Trewarren and Maesglas SNS: 01792 297160 - Sheridan Evans

Toronto: 01792 583483 - Lloyd Jones

Ty Lafant: 01792 563658 - Anwen Rosser

Whitethorns Intensive Day service: 01792 790062 - Lee Esqulant