

This document details the latest advice from Phoenix about the steps we are taking at our services. This information is intended for people who use or access Phoenix services, our Team Members and any visitors to our services only.

We are a provider of residential and supported living placements for Young Adults, residential and supported placements for Children and education placements for Children and Young Adults.

We have all faced a difficult and uncertain situations since the start of the pandemic in January 2020 and the impact of the virus is set to remain with us for some time yet.

For current information about COVID-19, please visit either the **GOV.UK** or **NHS** websites, or if you are concerned you or someone you are in contact with has COVID-19 call 111.

It has been necessary for some of our Team to take time away from work to deal with COVID-19 related challenges and we will always strive to be as flexible and understanding as possible. Time away from work could mean self-isolation if you or those you live with are showing one or more virus symptoms.

During the previous lockdown periods we have continued to operate our services due to the nature of the provisions although some of our education services have had reduced on-site attendance however we continued to support those learners who required ongoing the need to attend school physically whilst providing virtual learning opportunities and facilities for students who could not attend school or college.

The recent vaccine programme has been successful in breaking the link between infection and serious illness. The vast majority of our Team members are fully vaccinated and we monitor our vaccination status.

It is important we protect and be supportive of each other and that we take practical steps based on fact to find the best solutions to the challenges ahead. Working as a team makes us stronger and more resilient to the challenges ahead and I'd like to express my personal thanks for the commitment and strength being shown daily in this current time. Team members receive regular updates on the pandemic and the practical steps that can be taken to keep everyone safe.

By sharing photos, pictures, poems and good news stories with everyone across the business including weekly video messages from our management team, we have seen first-hand how resilient, kind, caring and motivated our staff and young people have been throughout this crisis and feel extremely proud. You will find many examples of these on our website, Facebook page and YouTube channel so please take a look using the links below.

On the following pages we have set out some of the steps we have and continue to take during these times. This will be updated to reflect updates in the steps we are taking to manage this situation.

Jon Pain

Chief Executive



COVID-19 (Coronavirus)

As part of our ongoing communications, we would urge you to sign up for our Facebook and Twitter feeds as news concerning Phoenix is being continually updated. You can also see the fantastic work going on across the Group.

Please click the links below.



PhoenixLearningAndCareGroup



PhoenixLCG

People We Support and Team Members

Despite the reduction of measures required by both the UK and Welsh Governments, we continue to review the situation regularly and work to protect the People We Support and our Team Members. Our contingency plans continue to be updated with changing circumstances and government guidance.

We follow the guidance issued by the UK/Welsh Government, NHS & PHE/PHW. Operational leaders support our Managers with any changes to plans and guidance on managing the current situation and preventing the spread of infection. Each location is required to follow infection control procedures (including hand washing) and cleaning schedules to prevent the risk of infection spreading. Procedures are in place in the event of an infection outbreak and everyone is required to adhere to the Government guidelines whilst in the community.

All Team Members are required to not come into work if they are displaying symptoms or have a positive test result (LFT or PCR). Where a Team Member tests positive then they are required to follow government defined isolation periods and must go through a return to work protocol once their period of isolation ends and they are symptom free.

If you have any further questions about our response to the COVID-19 please call the Manager or Head Teacher at the service you are connected with using the local number if you have been issued with this. Alternatively, you can call our mainline on 0330 135 8 135.

Personal Protection Equipment (PPE)

We continue to follow the government guidance regarding the use of PPE depending on the requirements of the service. Team Members in our Adult Services are required, by law, to wear face masks at all times and other PPE for particular practices.

We have sufficient supplies of PPE which we hold at appropriate locations for distribution across the group.

Testing for COVID-19

Testing kits can and have been sourced for people we support where they have displayed symptoms. This is done in conjunction with the GP or other medical professionals.

As essential workers our employees are able to access testing kits through the government schemes via self-referral or company referral.

Communicating with your relatives

We continue to work with families and Social Workers to ensure contact and visiting to families continues safely and in line with government guidance.

Visiting a Phoenix site

For Phoenix, the health and safety of the People We Support and Team Members is paramount. Following reductions in requirements within government guidelines for on-site restrictions, Visitors are permitted on site but we ask for advance warning of any such visits. This is so we can review the current risk on site.

We require all visitors to evidence a negative LFD (or PCR) test result upon arrival. All visitors will be requested this as part of our Visitor Screening protocol.

Visitors to our English care homes supporting Adults will be aware from the news that all Employees and professional visitors must evidence they are fully vaccinated. This does not apply to the people living in the care homes or their friends/family who are visiting.