

We wanted to update you on new systems that we have put in place over the last few weeks due to COVID-19.

#### Care Packages

- We have provided detailed COVID-19 risk assessments and contingency plans to all of our teams. These are updated with each government update. These are individual to the client's needs.
- We have been working with our client's agency care packages to ensure that our client's have a bespoke plan to their care in relation to reducing risks of transmission of COVID-19.
- We have been purchasing PPE and sending to our teams whilst liaising with the Care Quality Commission, Social Care and GP's regarding the statutory provision of this.
- We are carrying out crisis management to help clients be safely discharged from hospital and setting up community care packages.
- We have set up shopping support for clients and families who are vulnerable and as a company we have employed carers from other teams in order to do this at speed.

#### Rehabilitation and support to clients / family's

- All of our work is now via secure video meeting, email or phone call.
- Where appropriate enablers are now working remotely with clients through secure video link.
- We have asked therapists to devise new remote working plans that enablers will be able to work through with our clients remotely.
- To ensure enablers are able to confidentially access client information remotely and maintain GDPR requirements we have set up client portals which meet GDPR requirements.
- We have been organising and involved in video meetings with enablers and care teams and therapists so that sessions remain purposeful and goal driven.
- We are continuing to meet with our clients, their families, professionals and services involved through video meetings.

#### Promoting on going education

- We are setting up video meetings with the local education authorities that we work with to ensure that annual reviews and education transition planning goes ahead.
- We have set up home tutor sessions and employed private tutors where appropriate.
- We have helped implement a structured approach to those client's who have struggled with the change in routine.
- We have been working with teachers to look at how some of our school age client's can continue to access learning material.

#### Case Management Assessments

- We are continuing to take new referrals.
- We are now carrying out meet and greet visits and INA's through video meeting.



Finally, we are working effectively and innovatively during this strange time, ensuring that our clients and their families are at the heart of what we do.

Please do get in touch if you would like to hear any further details about this way of working or if you have any cases that you would like to discuss.

Best wishes

Heidi and Nikki

Directors StanleySmith Case Management