



Our Response to Covid-19 Easy Guide

Dear Family member, Advocate, Care manager

Insight is committed to the promotion and supply of accessible Information for the people they support. It is our belief that the people we support should obtain information in a way that they can access and understand. Sharing communication with the person is central to our approach to their care and support.

With this in mind we have developed an action plan, which will be available to all that has been designed using an easy read format. We value the collaboration of stakeholders such as family, advocates and care managers. Their continued involvement in the persons care and support is critical. In order to support this the action plan will be shared with all stakeholders.

This easy read version of the action plan has been developed for the management and control of the risks associated with Covid-19. The action plan looks at what reasonable adjustments, risk management strategies and special care is being implemented by the service, across the service.

Kind Regards

Adam Cashford (RHM/Operational lead)





**STAY AT
HOME** 

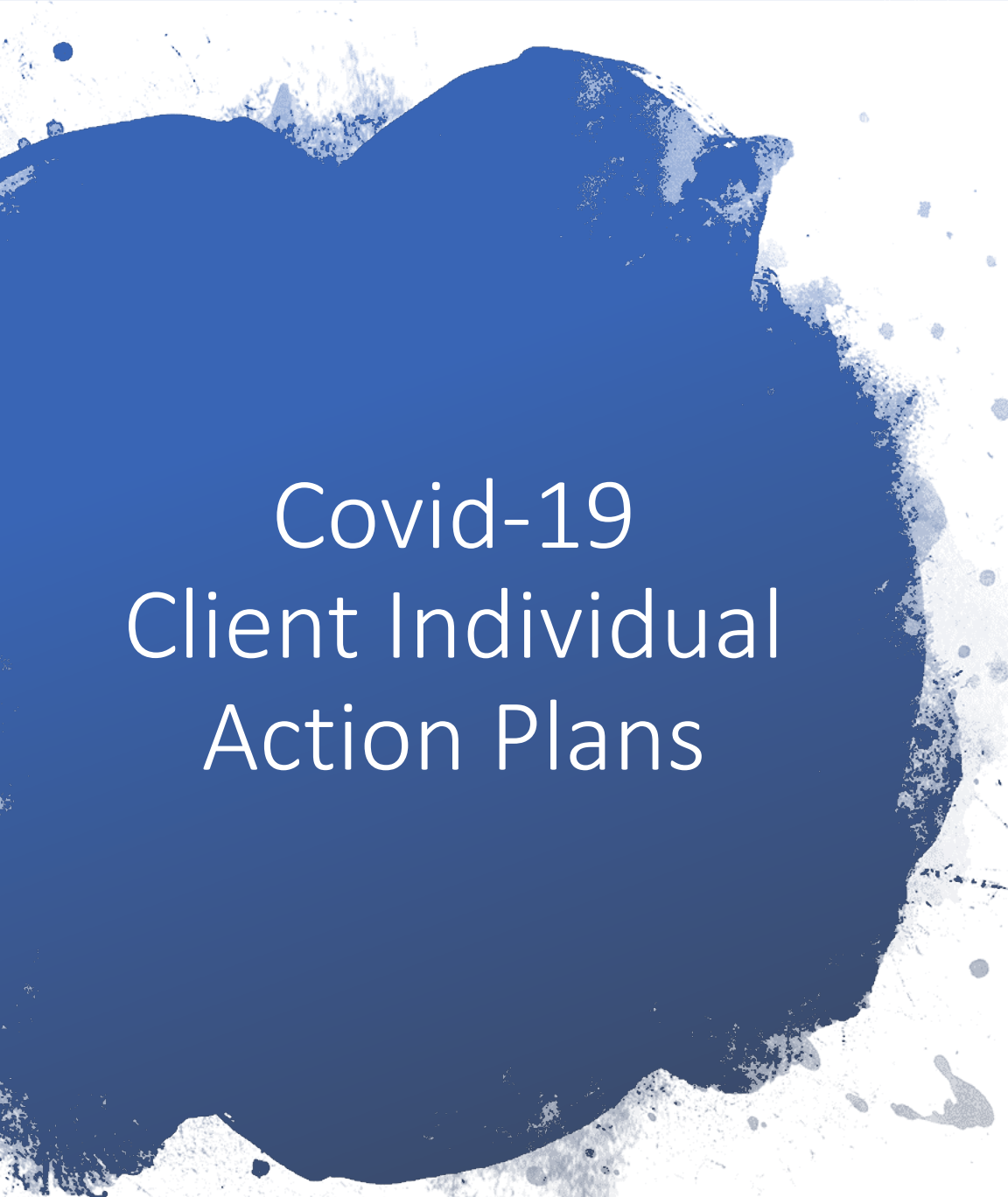
**PROTECT
THE NHS**

 **save
lives**

OUR AIM:

Insight aims to maintain the 'Outstanding' level of care and support for all their clients and their staff members throughout these unprecedented times.

Insight strives to promote the Covid-19 Government Guidelines for anyone at the service through being creative, innovative and, adapting the ways we are working. Key principals: staying home, social distancing, Isolating and shielding for our staff and clients.



Covid-19 Client Individual Action Plans

These plans work alongside the clients normal Care Plans but includes specific details with regards to Covid-19:

Key areas:

- **Level of Vulnerability and Underlying Health Conditions**
- **Individual Support for Wellbeing**
- **Engagement and participation**
- **Preventative Measures to Reduce Spread of Virus**
- **Reactive Measures if Showing Symptoms**
- **Disposal of PPE and clinical waste**
- **Mental Capacity Assessment in response to 'Refusal of clients adhering to Government Guidance'.**

Management Strategies

Weekly Senior Management '*Covid-19 Huddle meetings*' via video conferencing: Opportunity to share updates, news reports, action and monitor

Staff who can, are working from home

Ongoing weekly inhouse Clinical Reviews via video conferencing.

Staff Wellbeing Questionnaire and access to support

Staff including Mentors are restricted until further notice to a designated house to reduce risks of cross contamination within the service

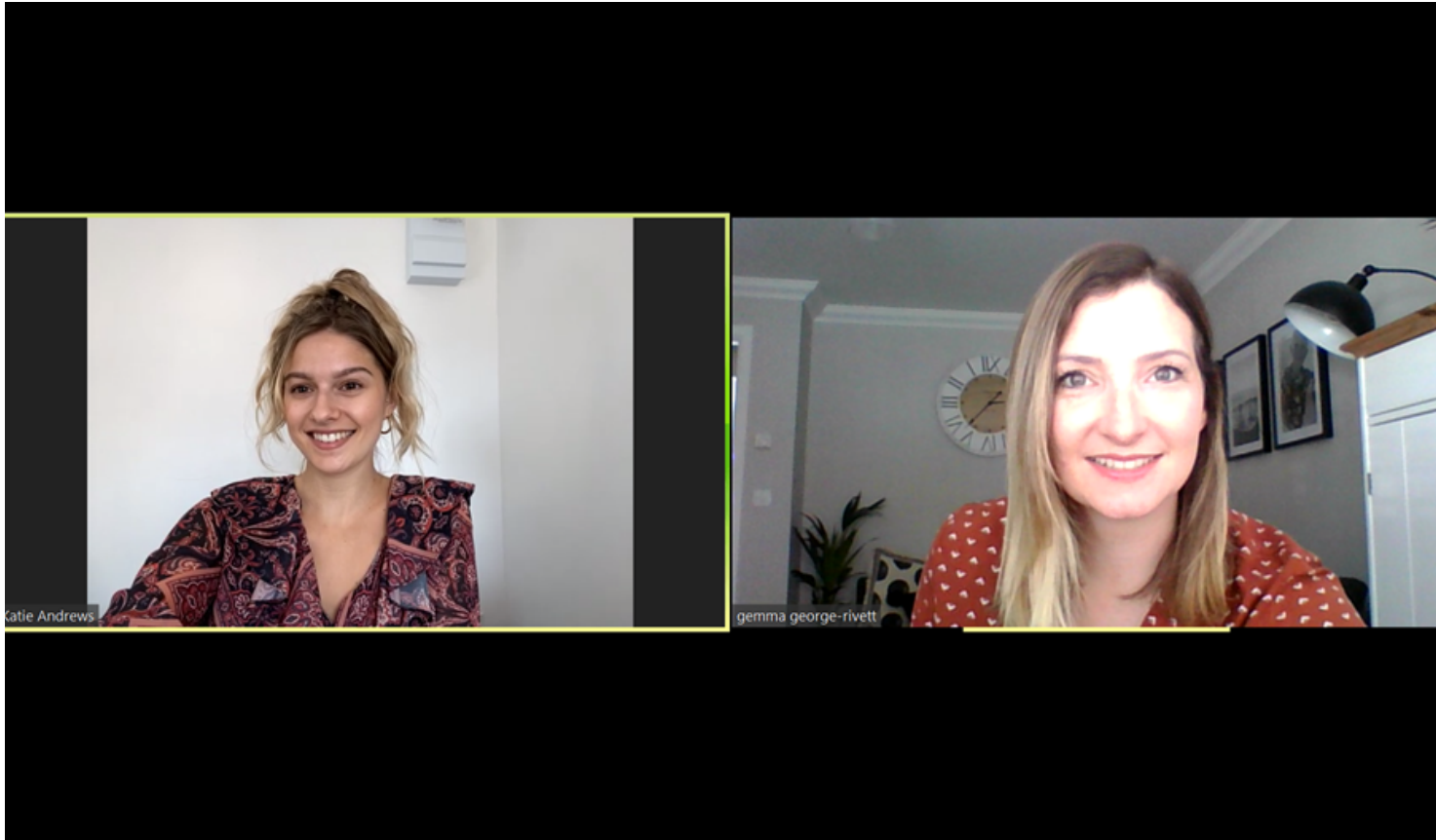
'Insight Temperature check protocol' Client and Staff temperatures are monitored daily at regular intervals, to monitor and action any indication of possible new symptoms of Covid-19 at the earliest opportunity.

Access to On-call, Human resources, Managers and Directors 24 hours a day 7 days a week for any advice and guidance

Insight update their staff team's on changes, developments and answer questions from their teams:



- Sharing on Insight Facebook page
- Service Wide Staff Question and Answer Forum held by the Operations, Clinical Lead and Human Resource Managers via video call – opportunity for staff to ask open questions
- In-house 'Communication Team Meetings' every two weeks led by the House Manager ensuring information, guidelines and updates are shared and opportunities for staff questions and answers
- Daily handovers – opportunity to share information
- Team group messaging service
- Staff supervisions



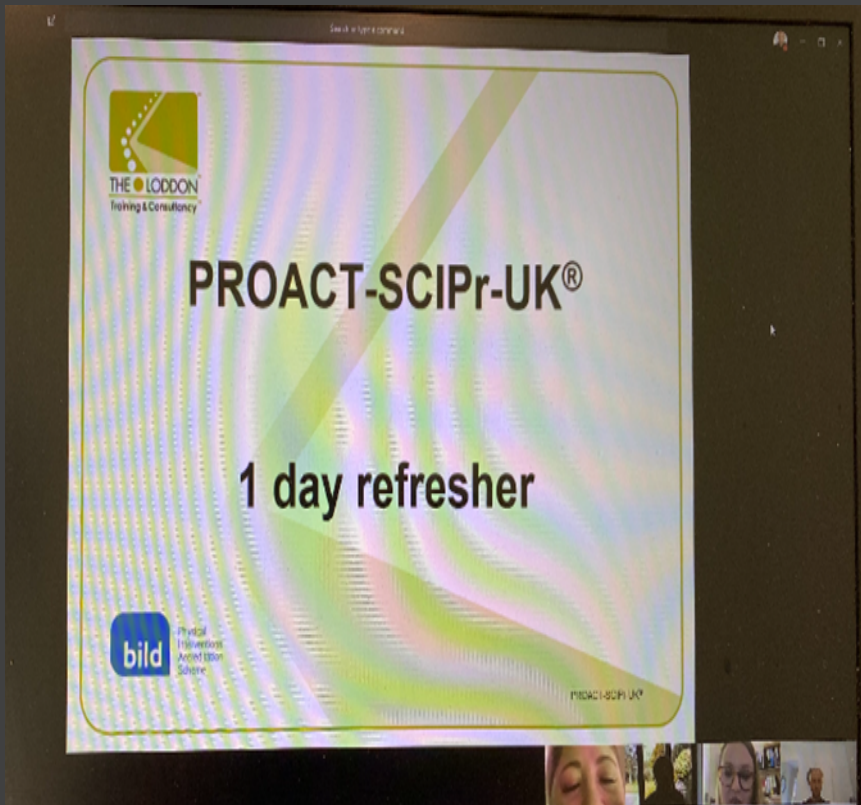
Recruitment

Insight continues to recruit new staff but have made changes to our recruitment process:

- All interviews are completed Via video call
- Client interviews are completed Via video call
- House managers complete a 'Get to know you session' via video call, If they were unable to be present for the main interview. Opportunities are provided for clients to ask questions in these sessions.
- New staff are 'Covid-19 Health Checked' prior to their start date
- All New starters are given a personalised start date and times to enable the Registered Home Manager or Team Leader the opportunity to make contact one hour prior to entering the workplace to ensure they remain symptom free.

The Human Resources team remain confident these changes do not affect the standard of our recruitment process and they maintain the quality of Insights recruitment selection process.

Staff Training



Online Training Courses provided by Edify Training continue to take place.

In-house face to face training sessions have been cancelled until further notice however; these courses are now being delivered to smaller staff groups via video conferencing by our trained managers.

Human Resources continue to monitor and track staff training schedules

This ensures Insights staff teams remain up to date with their training and ensures highly skilled teams remain.

Access to HEALTH CARE



- Insight have developed and implemented Guidelines for 'ACCESS TO HEALTH CARE' which includes NON RELATED Covid-19 protocols. This ensures clients will receive access to medical treatment when it is required. These are shared with all staff and clients.
- All cancelled health appointments are recorded to ensure they are rebooked when available.
- Development of 'Covid-19 Medication Procedure' Sharing medication when required and no waste returns.
- Health Action Plans are updated.
- Client Health and Well being remains a key area of focus within the weekly 'Clinical Reviews'
- Individual Psychological Therapy Sessions offered via video call

Personal Protective Equipment (PPE): Supply and Usage



- Insight ensures the correct use of PPE through staff training and education
- Insight personalised Video demonstrating Application and Removal of PPE for confirmed or suspected Covid-19 clients
- Named stock controller (this includes cleaning equipment)
- Agenda item at every weekly 'Management Huddle Meeting'
- Sourcing from a range of suppliers
- Each client has an emergency 7days PPE stock in their individual rooms should they display symptoms
- Client training and education including their personal need to wear PPE 'We wear mask video' https://youtu.be/lnP-uMn6q_U

Staff Clothes and Footwear protocol

Due to the high levels of cross contamination and infection control around COVID-19, we are asking staff to change their footwear and clothing that they wear into work.

Designated clean areas for changing have been implemented within each property and full guidelines shared with staff and clients.



Covid-19 Test: Clients and Staff

Insight follows the Government Guidance for Covid-19 tests for our clients and staff on the www.gov.uk website

- Staff are handheld through the testing process by our dedicated Human Resources Team to access and book Covid-19 tests. There is continuous communication between HR, Managers and the staff member from report of initial symptoms including household symptoms through to their return to work process.
- Clients are supported by the Management team at their home to arrange a test on their behalf. South East Coast Ambulance Service (Secamb) have a designated response team who come to the client's property to complete the Covid-19 test. This is completed by the ambulance team in full PPE in a designated clean room. Client's are supported by staff throughout this process.



Client Person Centred Planning Progress Reviews:

Until further notice these meetings are offered via online portals/video call with clients, Care managers, Family and other health professionals.

In the absence of any members these will be completed within our 'Clinical Reveiws'

Minutes of these meetings will continue to be sent via private email where possible or by post

All client updates including the Client's personal update, PCP progress report, Health and Welling Progress report and PBS progress report will be completed and sent with the minutes of the meeting.

Client Engagement and Participation



- Insight provide the clients with a weekly 'Events and Amusement Guide' containing details of online events, service events, in-house activities and ideas for entertainment
- Simon, Insights Art and Music tutor is offering sessions Via video call
- Insight holds 'Client Forum' via video call every two weeks. Information, news, events and new guidelines are shared as well giving opportunities for clients to talk about how they are feeling and what they have been up too.
- Weekly 'Insight Quiz' via video call for clients and staff join in
- Client Training and Education: Group or one to one sessions offered via video call, topics include Covid-19, Health and Wellbeing, Human Rights, Health and safety etc
- 'Talk together' group sessions or one to one sessions offered via video call every week for people to talk, interact with each other and stay connected
- Clients supported to maintain family and friend connections via phone calls, video links, personal emails etc
- Client Engagement and Participation Questionnaires: monitoring and evaluating current support and make recommendations to improve.
- To aid good health and wellbeing for our clients they are offered our 'Wellbeing Questionnaires'.

Access to FOOD and PROUDUCTS



Insight wants to assure you, we are taking steps to ensure a continuous supply of food and goods are available and the clients have what they need:

- Shopping continues to be delivered through online slots, which we are given priority
- Use of local green grocers and smaller independent stores
- Flexible and variations in our menu's due to stock availability
- Sharing information between the Insight homes with regards to availability and access for shops
- Staff have been provided with ID cards and letter confirming Keyworker status to access designated time slots for services and keyworkers
- Mini shops created in the house or garden for clients to access and purchase items promoting choice and independence

‘Clap for the NHS and Keyworkers’



Staff and clients take pride in supporting our
NHS and Keyworkers
every Thursday night @8pm.



The ‘Client Forum’ team collectively put a
personal message together for their
Insight staff team:

*‘You are all working around the clock
making sure we have everything and are
safe. This is not easy for everyone and we
hope it ends soon. You are all helping a lot
keeping us entertained with things like
puzzles, telling us the news. Keep up the
good work, Thank you everyone!!’*



Everyone at Insight is working hard to keep everyone Safe and Smiling through these hard and unforeseen times. We are constantly reviewing, monitoring and updating our practices.

If you have any questions or would like more information on the care and support being delivered at Insight please do not hesitate to contact the named 'House Manger' at the home or alternatively contact our Head Office on 01795-424823.

From everyone at Insight we send our best wishes and please keep safe!

Further Development since publication in May 2020

- All staff and clients offered on site Covid-19 test (Education and training was provided prior to the test for all clients and staff)
 - Completion of '*Demographic Responsive Staff Risk Assessments*' carried out for all staff in response to COVID 19. Alongside a list of health-related, physical conditions, there are four key demographic factors that can affect people's vulnerability or risk factor in relation to COVID 19. Actions implemented in response to these completed risk assessments.
 - Ongoing monitoring and amendments of client personalised Covid-19 plans in line with Government restriction changes
 - Head Office reopened inline with 'Covid Secure protocols'
 - Covid-19 risk assessments completed as required for PCP/PBS team for accessing Insight Locations to provide face to face support
 - Continuation of Senior Managers weekly 'Covid19 meetings'
 - Ongoing client forums, meetings and training
- 