

18 September 2020

To all Families, Carers & Friends of people supported by Brandon

RE: COVID-19 UPDATE FOR FAMILIES, CARERS & FRIENDS

I hope that this letter finds you all safe and well.

As we move into autumn, and what appears to be a new phase of the COVID-19 pandemic, I wanted to provide you with an update of what we are doing to ensure the people we support remain safe and well.

I understand that after a period of relative calm, the increase in positive cases can be very concerning. I want to reassure you that throughout the summer period where cases were low, we maintained both our focus on COVID-19, and our collective efforts to keep the people we support safe and well. This has put us in a good position to respond quickly to the current situation.

All the measures that we put in place to keep people safe at the outset of the pandemic remain in place. These range from ensuring that staff have adequate PPE, through to daily senior leader team meetings to address emerging issues swiftly. As always, regular accessible briefings are provided to all staff, and we actively encourage feedback from them at every level.

Whilst none of us want to see another increase in virus cases, we believe we are well equipped and have the right working practices in place to manage it. This is by no means a reason for complacency, and we are committed to remaining both vigilant and proactive in our approach.

I need to recognise the continued efforts of our staff teams throughout Brandon during these challenging times, and once again, thank you for the time that you take to provide them with thanks and positive feedback.

Keeping people safe during this time may mean that, once again, we need to reduce or restrict visits to people's homes. We understand that this may be disappointing and upsetting, but we are sure that you understand our reasons for doing this.

All support teams are taking a risk-assessed approach to their visiting policies, which will take into account a number of factors, including the vulnerability of the people supported, the space available for visits, and the cases in the local area.

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Your Brandon Locality Manager or Team Leader will keep you up to date with any changes to these policies, and please do not hesitate to get in touch with them if you have any queries.

Overall, I hope that you continue to be confident that Brandon is doing all we can to keep everyone we support safe, well and happy.

Finally, as always, I would like to remind you all that your feedback is very important to us. This may be about things you feel we can do better, areas that you'd like more information on, or what you feel we're doing well. If there is anything you'd like us to know, please speak to your locality manager or contact feedback@brandontrust.org so we can discuss this with you.

With my sincere thanks, and best wishes,



Sue Porto
Chief Executive

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