



Putting people at the centre of everything we do

### Message to service users, parents & carers from Andrew, our Chief Executive

Sadly, we are now in another 4 weeks of corona virus lockdown.

I want to reassure you all that we are much more prepared for this lockdown than we were in March, when we suspended services, so much so that we mean to continue to provide service as far as possible for as long as possible.

I know that many of you will be worried at the thought of another lockdown. It is a stressful time and we will listen to your worries and look after everyone's health and wellbeing to the best of our ability.

You may be considered to be clinically extremely vulnerable – that is, at very high risk of severe illness from COVID-19.

There are 2 ways you may be identified as clinically extremely vulnerable:

1. If your doctor has added you to the **shielded patients list** because you are at higher risk of serious illness if you catch the virus. They should write to tell you this.
2. You have a condition that is on the government's "extremely vulnerable" list. Down's Syndrome is an example.

If you are extremely vulnerable, we assume that you will want to stay at home during the lockdown period.

All the time we continue to provide service, we will follow the measures that we already have in place – maintaining social distance in buildings and in vehicles, monitoring temperatures on arrival, regular hand cleaning, wearing face coverings. We will also be asking you some health-screening questions to make sure you are well enough to come in.

We will of course follow the government's instructions. The rules and guidance are changing all the time. We will tell you about each change as soon as possible.

Thank you for your understanding and support.

Stay well.

Andrew