



Level 1 – Service Delivery Plan

Contact tracing

Key Points	Notes
Tracking of staff coming in/out of the office Tracking of staff meeting with individuals in the community Tracking of Employment Support Coordinators and the people they are meeting/places they are visiting	All staff to use Outlook calendars and link to Chilli Staff Tracking Function Staff to download COVID Tracer app (on work phones if required) and use this when visiting other business.
Tracking the people we support coming into Manchester St/being supported in the community	Use of Events in Chilli to track participation in SkillWise activities QR code still displayed and the people we support are encouraged to use this.
Privacy ensured – information is secured and only shared with MOH if requested	
People we support to have their own contact tracing process This must be sufficient to ensure safety of all	Encourage the people we support to continue using contact tracing tools. CFs to double-check that people we support have tools to keep a record of their contacts: Visual Diary from Socially Speaking, NZ COVID Tracer booklet and/or provide notebooks for the people we support Work with families/residential providers to find a suitable process for each individual Once process confirmed, this is noted in Chilli DB

Health & Wellbeing Assessments

Key Points	Notes
Staff on car park duty to ask all people entering the building if they feel well and to send home if sick (more informal assessment). Families/residential staff to keep the person at home if unwell.	Families/Residential staff have responsibility to ensure that people only attend if feeling well. People who do not pass the assessment will be asked to head home. Assessment outcomes to be noted in Chilli DB if person is sent home.
Phone assessments to be undertaken immediately prior to individual appointments. Answers to be confirmed with families/residential staff.	Assessment guidelines to be followed Families/Residential staff have responsibility to ensure these assessments are accurately completed. Appointments will be cancelled for people who do not pass the assessment.

SkillWise Bubbles

Key Points	Notes
SkillWise Bubbles are dissolved. Staff will work from the office/community every day. People we support attending groups will go back to their previous AL1 timetables.	
Individualised support (from CFs) will start again.	From Term 4

SkillWise Activities

Key Points	Notes
Changes to times of activities/breaks	No people we support to arrive before 9am. Activities staffed from 9am. Lunchtime extended – 45 minutes (12 – 12.45pm). People we support are able to take their break where desired. Packed and hot lunches are allowed. All dishes to go through dishwasher upstairs.
Each session will start with reminders around good hygiene and contact tracing practices.	

Cleaning

Key Points	Notes
Revise cleaning schedule – high touch areas cleaned throughout day.	Cleaning schedule will be next to COVID poster in each space. To be ticked off by staff on duty as advised.
Each building area/vehicle to have own cleaning kit + appropriate PPE for staff	Cleaning supplies are kept upstairs near the toilet. Help your self as needed.

PPE

Key Points	Notes
Gloves to be worn by SkillWise staff when cleaning and when administering first aid.	
Masks will be required as per government advice	Review and update once this has been announced

Visitors

Key Points	Notes
All visitors to Manchester St need to have a prior appointment and will need to sign COVID-19 register when coming onsite.	This includes families, residential support staff, other community organisations.
Contractors onsite to sign COVID-19 register when coming onsite.	We will confirm contractors have suitable contact tracing in place. Contractors must meet assessment guidelines before coming onsite.