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**Level 2 – Service Delivery Plan**

*February 2021*

**Contact tracing**

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| **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 Chilli Staff Tracking Function   * Alert Level 2 – working in the office = unavailable * Alert Level 2 – working in the community = out   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 on display for people to use the COVID Tracer App when coming onsite |
| 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 | Provide tools for the people we support to keep a record of their contacts: Encourage use of COVID Tracer App but also have: Visual Diary from Socially Speaking, COVID Tracer App booklet 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 |
| Encourage staff to keep personal records of their contacts | Encourage use of COVID Tracer App. |

**Health & Wellbeing Assessments**

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| **Key Points** | **Notes** |
| All people entering the building to be assessed on health & wellbeing prior to being admitted to the premises  This to be completed alongside families/residential staff as appropriate | Assessment guidelines to be followed  Families/Residential staff have responsibility for ensure these assessments are accurately completed  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 for ensure these assessments are accurately completed  Appointments will be cancelled for people who do not pass the assessment |

**SkillWise Bubbles**

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| **Key Points** | **Notes** |
| Staff/people we support are placed in SkillWise Bubbles | Refer to SkillWise Bubbles document |
| Attendance at Manchester St determined by Bubbles |  |
| Staff to work from home for remainder of week |  |
| Individualised support will be looked at being introduced later under Level 2 support | We will decide later when we are ready to start providing 1:1 support |

**SkillWise Activities**

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| **Key Points** | **Notes** |
| Limited onsite activities provided on each day & limited number of participants per activity | Six activities per day available (three in the morning, three in the afternoon) |
| Additional activities (including offsite activities) can be added as Level 2 progresses – if suitable |  |
| Changes to times of activities/breaks | No people we support to arrive before 9am  Activities staffed from 9am  Shortened lunchtime – 30 minutes (12 – 12.30pm)  Staff to monitor all break times – movement throughout the building discouraged  Packed lunches only – no use of kitchen under Level 2  Hot drink stations to be established in each room  All dishes to go through dishwasher upstairs |
| Each session will start with reminders around good hygiene practices |  |
| Physical distancing of 2 metres enforced | Tables & chairs spaced out to create physical space  Staff presence in spaces at all times to monitor this |

**Cleaning**

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| **Key Points** | **Notes** |
| New cleaning schedule to be introduced – high touch areas cleaned throughout day | Cleaning schedule to be printed and kept in each space – staff will be assigned responsibility for cleaning particular areas |
| Each building area/vehicle to have own cleaning kit + appropriate PPE for staff | Staff to report low supplies (for reordering) |

**PPE**

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| **Key Points** | **Notes** |
| Gloves to be worn by SkillWise staff when cleaning and when administering first aid |  |
| Facemasks to be worn when physical distancing cannot be maintained | This includes when travelling in the SkillWise van or car  Staff provided with disposable masks  People we support must provide their own masks  People we support informed about wearing masks on public transport |

**Visitors**

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| **Key Points** | **Notes** |
| No visitors at Manchester St under Level 2 | 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 |