

Returning to Day Care



A useful guide to your
new day care service



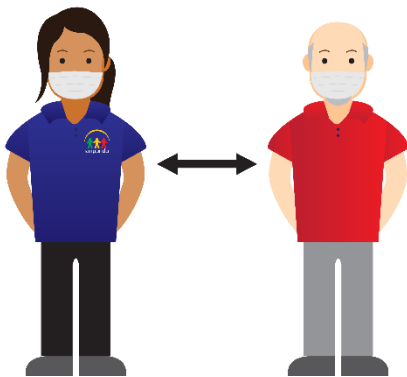
Welcome back

It has been a difficult time for everyone since the outbreak of COVID-19. Throughout the pandemic, Empanda has followed and adhered to government and public health guidelines and we continue to work closely with Norfolk and Suffolk Adult Social Care Commissioners. We are delighted that we are now able to re-open our Day Care Services and welcome you once again to join us at your local day centre.

The health, safety and wellbeing of our customers, staff and volunteers remain our top priority and to ensure day care is safe, we have put a number of measures in place, resulting in changes to the way we use the centre.

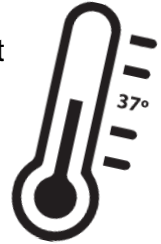
Before your return, a member of our staff team will be in contact with you to discuss any changes to your health and wellbeing so we can ensure your care and support plan is up to date and meets your specific needs.

Before we open, we will also give you the opportunity, should you wish, to come and visit the centre so you can see first-hand the changes we have made to help keep you safe. Visits to the day centre will be strictly by appointment.



As with any public space, Empanda will ask that all day care customers observe social distancing at all times. Additionally, staff, customers and volunteers will be asked to wear a face mask or face shield whenever they are in the building. Please ensure you bring one with you.

Another precautionary measure will be to check the temperature of all staff, customers and volunteers at the beginning of each day. For customers being picked up by an Empanda minibus, we'll take your temperature before you leave home and we'll ask you to use hand sanitiser before boarding the bus.



Unfortunately, anyone with a raised temperature or showing any of the main symptoms of COVID-19 will not be able to attend the day centre and will be advised to use the **NHS 111** coronavirus service which is available 24 hours a day, seven days a week.

You can contact the service by phone by dialling **111**, or by visiting **www.111.nhs.uk**.

The main symptoms of COVID-19 are:

- A high temperature.
- A new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than normal).
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

To protect others, do not go to your GP surgery, pharmacy or hospital if you have any of these symptoms. You may be advised to get a test to check you have coronavirus and stay at home until you get your result.

What you can expect from your day care service

Our staff

Prior to re-opening, all day care services staff and volunteers will have undertaken COVID-19 training, as well as an Infection Control update. In addition, they will be trained on the safe use of PPE and will finalise arrangements for using the building safely and working within 'bubbles'.

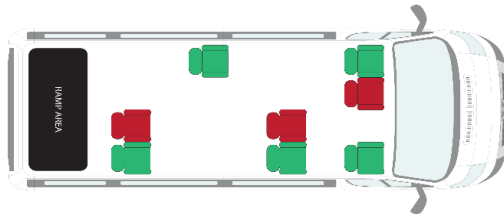


Our staff and volunteers will use PPE, which includes, face mask and/or face shield, plus surgical gloves and plastic apron for any personal care.

To reduce the risk of contamination, staff will change into their uniform when they arrive at the centre, in a designated changing area and change back into their non-work clothing at the end of their shift.

Transport arrangements

Because of the need to socially distance, our minibuses will be unable to take as many customers as they did previously.



For your own safety, we would prefer you to come to the day centre by car with a family member or carer, or by public taxi. For those who have no other means of getting to the day

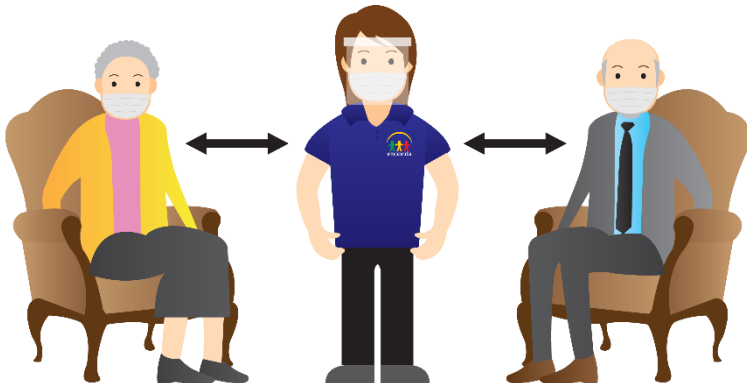
centre, we will do our best to come and pick you up in one of our minibuses. Seating will be spaced out to ensure your comfort and our drivers will sanitise the vehicles after every journey.

For those arriving by private transport, you will be allotted a unique arrival and pick up time. This way, we can avoid several people arriving at once. We will ask you to wait in your vehicle until your allotted time, at which time, a member of staff will meet you at the door of the building and accompany you to the room where you will be spending the day.



For everyone's protection, it will not be possible for the person who drops you off and picks you up to enter the building. We will let you know which entrance you will need to use prior to opening the centres.

Observing social distancing



We have made a number of changes within our buildings to ensure your safety when you attend the day centre. The main change is that you will spend the day in a small group or

'bubble' and you will remain with the same people and members of staff throughout the day.



Instead of spending the day in the lounge area all together, we will make use of all rooms in the day centre to enable smaller groups of customers to relax, feel comfortable and enjoy the activities planned for that particular day.

Keeping our buildings clean and safe

We will provide cleaning services throughout the day to ensure everything is sanitised and clean including the assisted bathrooms, toilets/wash rooms, tea-making areas and everywhere in the building after people leave for day.

Personal hygiene

It is important that you regularly wash your hands (for at least 20 seconds) with soap, or use hand sanitiser.

There will be hand sanitiser available and we will encourage all customers, staff and volunteers to use it throughout the day.



Personal care



Our staff team will continue to offer personal care for those who need it, including assisted bathing. Whilst carrying out any personal care, staff will wear both a face mask and transparent face shield, as well as gloves and an apron, to help prevent contamination and keep everyone safe. We will ask you to provide your own towel, flannel(s) and toiletries if using our assisted bathing facilities.

Meal times

We will no longer have a dining room where everyone sits together in a large group. Instead, you will be able to enjoy your meal and any snacks within your designated 'bubble'.



We will continue to offer a varied two-course menu of nutritious home-cooked meals from fresh, locally sourced produce and can cater for any special dietary needs. There will be no need for you to bring your own cutlery and crockery as we will take every precaution to ensure everything is washed thoroughly between use.

Donations

So we can reduce the risk of infection, we will no longer have ornaments and other knick-knacks, clothing, books, CDs and DVDs on display within our day centre buildings and regrettably, we will be unable to accept any donated items from you.

Communicating with you

Your Empanda newsletter

When we re-open, we will be publishing a bi-monthly newsletter to keep you and your family carers up to date with what's going on at each of our day centres. We will report on activities that have recently taken place, as well as Birthday and other milestone celebrations.



It will also provide an opportunity for us to share information that many carers and family members will find interesting and useful, including service updates, customer contributions, quizzes, competitions and a programme of planned activities.

Supporting family carers

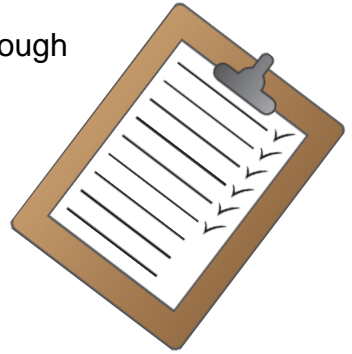


Regular communication with family carers is vital and helps us to understand the best way to support you, our customers. In the absence of informal contact, we will continue with regular phone calls to keep family carers abreast of any issues affecting our customers and to provide support and reassurance.

Your Empanda key worker will also keep in regular contact to discuss any concerns and we can agree on the frequency of these calls with individual families.

Your views matter

We always seek to identify if day care is meeting your needs and expectations through your care and support plan which is regularly updated. As the delivery of your day care service will be different from what it was before COVID-19, it is important that we regularly monitor your satisfaction levels to ensure you continue to feel safe and that we are doing all we can to ensure your day care experience is a happy one.



To achieve this, and to help us continually improve the services we provide, we will also seek your views either face to face, or by questionnaires/surveys.

Paying for the services you receive



Again, to reduce the risk of infection, we will no longer be able to accept cash when we re-open. Instead, all services, including day care provision, meals and bathing, will be invoiced and payment should be by bank transfer, which is our preferred choice, or by cheque.

For those of you who have always paid this way, you won't notice a difference. However, if you were previously a cash payer, we will need to set you up as a new customer on our accounts system, so we can generate invoices for the services you receive. Rest assured, we'll speak to you or your family carer prior to opening to set everything up.

And finally

We appreciate that there is a lot of new information to take on board but rest assured, we will be on hand to support you and your safe return to the day centre.

If you have any concerns or questions about the information in this booklet, or returning to day care, please call Laura Edgar, Day Care Services Manager, on **07419 130919** or email her at daycare@empanda.org.uk.

Looking forward to seeing you soon.

Useful information for my day care service

My key worker is:	
The days I attend day care are:	
My home collection/ drop off time is:	
My entrance to the centre is:	
My pick up/home drop off time is:	
Things I need to take to the Day Centre:	<i>Eg: Face shield or face mask, my own towel/toiletries if using the bathing service</i>

Empanda Day Care Services

All Hallows Day Centre

Station Road
Ditchingham
Bungay
Norfolk
NR35 2QL

Tel: 01986 458002

Brandon Day Centre

Warren Close
Brandon
Suffolk
IP27 0EE

Tel: 01842 819777

daycare@empanda.org.uk



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