



Factsheet for families:

Protecting your relatives - Hft response to Covid-19

We are aware that Covid-19, the coronavirus, will be of concern to you and your family, along with any measures Hft is taking to protect your relative at this time.

We have a Pandemic Response Committee in place, and we are reviewing our guidance on a daily basis, in line with government advice, which, as you are no doubt aware, is changing rapidly.

Our concern, first and foremost, is for the people we support and our staff, so we are regularly communicating with our teams on the ground, to provide them with updated guidance on the best way to protect your family member during this outbreak.

Current guidance for families (18/03/2020):

1. Families who would like their loved ones to return home during this difficult period should contact the local manager immediately, to allow this to be facilitated.
2. In line with government guidance, which advises that we all avoid non-essential contact, to control the spread of infection and protect vulnerable groups, we would discourage families from visiting our sites.
3. For those who feel it is necessary to visit their relative, family visits will be assessed and facilitated on a case-by-case basis.
4. If you are experiencing symptoms, or are living with someone who has symptoms, the current government advice says that you should self-isolate (for 7 days if you are the patient, or 14 days for those in a self-isolating household). In that instance, we would not be able to grant access to the site until your isolation period is over.
5. Any families who do visit the site during this outbreak will be required to adhere to stringent infection control, including handwashing, which you will be advised of on arrival.

You can visit our family webpages: www.hft.org.uk/families at any time, for Hft's latest position and general guidance – which we will review and update as required.

Our regions have been asked to create locally tailored business continuity plans, based on local requirements and the unique needs of the people we support, so for specific queries regarding your relative's service, please contact the local support team.

Thank you

Hft Pandemic Response Committee