

Circle Response to Covid-19

UK Government has **stressed the need to stop all unnecessary contact and travel**. Circle have consulted with partners in the statutory and voluntary sector. We continue to have the **safety of our staff and the families that we support as our main priority**. We will continue to monitor the situation on a day-to-day basis. We are only carrying out face to face visits where absolutely necessary.

All staff are working remotely **with full access to emails** and **can still be contacted through our mobiles**.

In relation **to home visits** all Family Outreach Workers will:

1. Prior to any arranged home visits or meeting, **contact the family by phone** to ascertain if there are any people in the household that have symptoms of Coronavirus, such as sore throat, headache, difficulty breathing.
 - Where there are symptoms in the household, the visit will not take place and NHS guidelines should be referenced, if the family have not already considered these.
 - The family will be re-assured that we will continue to offer support and advocacy remotely until symptoms clear or they have tested negative for Coronavirus. **A plan should be put in place for how the family will be supported in the coming period.**
2. Where there are no symptoms in the household, the client should be **asked if they want the visit to go ahead**.
 - Where the visit is absolutely necessary staff should take **all the usual precautions** around hand sanitising/washing, distancing etc.
 - Where the family prefers the visit does not take place, a plan should be put in place **to support the family remotely** over the coming period using phone, Face Time, WhatsApp etc.

3. We have now suspended all group work activities.

We will remain as responsive and flexible as we can under the current circumstances. Staff are able to continue to offer emotional support, parenting advice and guidance, ideas for family activities (within the household), updates on local resources and national responses relevant to the families we work with.

As always we will offer a focus on solutions and continue to see the strengths in the families we work with during this particularly challenging time.