



Flexible services for people
with learning disabilities

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Dear Parent/Carer or service user,

The purpose of this letter is to update you on the current status of Glebe House services and the next steps in our provision of support.

As you know, before the lockdown took place on 23rd March, we put in place additional measures in all of our four venues to comply with the government workplace guidelines at the time. The purpose of those measures was to give as much protection as possible to the staff and the service users and reduce the risk of anyone being exposed to COVID-19.

Since then, although we have continued to support a small number of people at home, we have been supporting as many people as possible remotely, as the risk of groups of people being supported face to face remained too high and we could not reduce that risk to an acceptable level.

You will be aware that the general tone of the government around lockdown is changing and that some people are being encouraged to go back to work, albeit with many new working conditions and procedures in place to reduce the risk of contact with COVID-19.

In the short term, there will be no change to the type and the level of support we are offering at Glebe House. However, the whole management team is now working towards a new safer way of working in our venues, so that, at some point in the future we can begin to offer building based services once again. The risk assessments that need to be completed will focus on individual service users, individual activities and individual venues, with the aim being to make everything as safe as possible, just as we did before we closed in March.

I realise that in order for you to trust Glebe House to provide support again to you and your family, we need to have looked at as many aspects of our service delivery as possible and considered every eventuality. That is what we will be doing in the next few weeks.

You will appreciate that when we do re open, the numbers of staff and the number of service users we have on each site will need to be less than they were at the time we went into lockdown. Observing social distancing guidelines and maintaining high standards of cleanliness and hygiene will be the primary factors in ensuring that we reduce the risks in our venues as much as possible.

When the buildings do reopen, there will be new ways of working, new processes that the staff and the people we support will need to use and new guidelines to follow, particularly around social distancing and personal hygiene. We will ensure that we let you know well in advance what has changed so that the transition back to Glebe House is as smooth as possible.

Thank you for taking the time to read this letter. If you are on Facebook and want to see what everyone at Glebe House has been up to during lockdown, send a Friend request to Glebe House. We want as many people to keep in touch as possible.

Sincerely

Peter Warlow
Chief Executive