

KEEPING IN TOUCH

NEWSLETTER

Volume 1 / Issue 1

March 2020

Changes in the way we work

Office Hours

Young London Today remains open and our services remain the same. Following National Advice our Head Office is closed to all visitors'; however, you can still call the main office as the phone is being answered remotely. Please be patient as we are operating from one landline and do not have call waiting. We would strongly recommend that you use email communication where possible to reduce the strain on the system.

A MESSAGE FROM THE CEO

Dear colleagues,

In this time of great uncertainty, it is more important than ever to ensure that we communicate with one another with more frequency and share information rapidly. With this in mind, we will be generating two, bi-weekly newsletters, one for Young People and another for our staff and stakeholders with the aim of keeping you updated on changes in this situation, that are relevant to the health and wellbeing of both our colleagues and vulnerable young people.

I have been struck, whilst monitoring the rapidly growing changes in this outbreak by the Team Spirit and courage, organisation and determination demonstrated by our team and colleagues whilst preparing to make the necessary changes to battle this current epidemic and keep the service running offering the same high standard of care for which Young London Today has built its reputation upon. Thank you to you all. You are all truly amazing people!

The management team are doing all we can to ensure that we provide you with the support you need to remain focused and safe in your daily job. Our newsletter will keep you up to date on internal and national news. We welcome any contributions you would like to make to this newsletter, and this can be sent directly to a.mitton@young-london.org.

Although we are facing great change and a current and present global threat, our collaborative response is critical to the safe passage of all through this epidemic. In the words of the great poet Maya Angelou, "*You may not control all the events that happen to you, but you can decide not to be reduced by them.*"

If you need help or are struggling in any way at all, please reach out to a colleague or a manager. We are here for you. You may also use our confidential 24hr Employee Assist Helpline on 0844 891 354.



At Young London Today, our dedicated Team continue to provide a high-quality service despite the national coronavirus pandemic.

April Mitton

Founder/CEO

Out of Hours



Young London Today continues to operate an out of hours service, which is manned by Senior Managers and is for the strict purpose of Emergency Calls only. Young London Today's OOH number remains the same 07435-752890

Stay in touch

All Young London Today staff are issued with a Young London Today email address. Make sure you log-in daily to check for any updates. If you are experiencing difficulty logging in email kevin.biggs@young-london.org for help.

During these times, staff on shift may feel isolated and alone. Please take time to check up on your colleagues to see they are okay and to keep their spirits up during these times.

COVID-19 – Keep us informed

Are you experiencing symptoms, or have you been exposed to someone with a confirmed diagnosis or who has been asked to self-isolate?

We all have a joint responsibility to fight the spread of this virus! Notify us immediately if you or anyone in your home becomes ill or has a confirmed diagnosis. Email notifications must be sent to hr@young-london.org and copied to your line-manager.

If you or a family member are experiencing the following symptoms, please follow the NHS guidelines.

- Persistent cough
- Fever
- Tiredness
- Difficulty breathing

CALL 111

If you have symptoms of coronavirus (a high temperature or a new continuous cough), use the NHS 111 coronavirus service.

“Out of the mountain of despair, a stone of hope”

– Martin Luther King, Jnr.



**WANT TO CONTRIBUTE TOWARDS THIS NEWSLETTER?
THEN WHY NOT SEND YOUR SUGGESTIONS AND IDEAS TO
KEEPING IN TOUCH NEWSLETTER VIA EMAIL**

IN NEXT WEEK'S EDITION

★ A day in the life of Quality Assurance

An insight on the job, during the Coronavirus

We hope this Newsletter keeps you informed with information, news and views during this nationwide pandemic. If you wish to contribute towards the newsletter, please email: april.mitton@young-london.org.

National Guidance and Hygiene of the homes

Cleanliness of the home – Hygiene standards

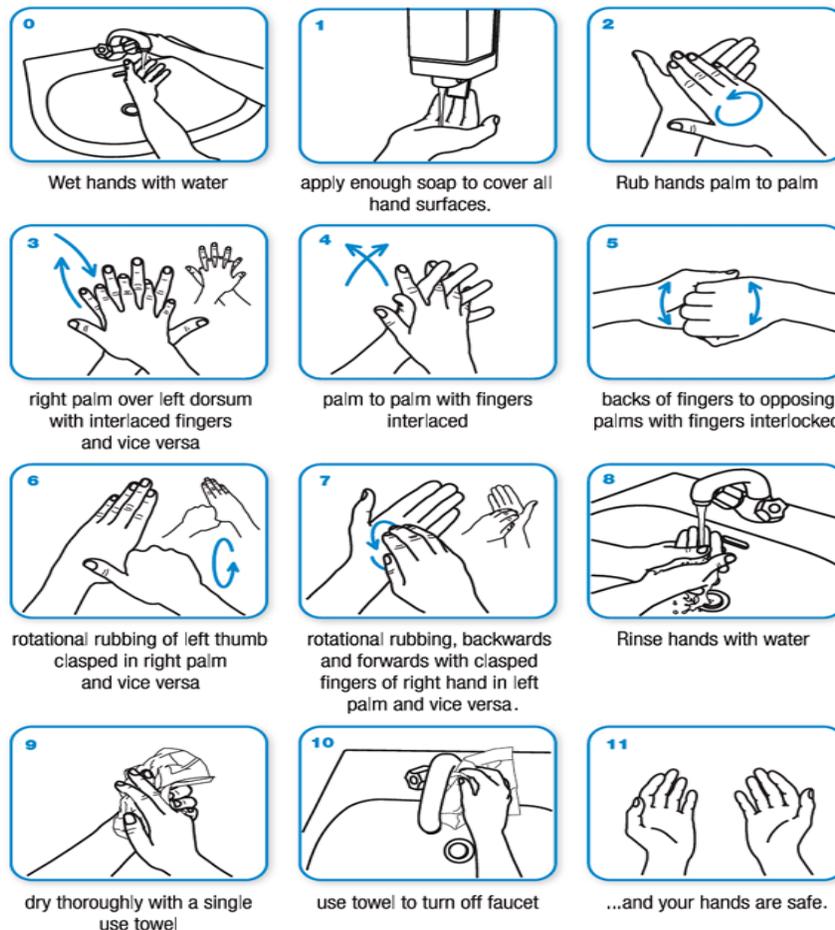
All 24-hour units have received the new cleaning protocol. If you have not received it or are not aware of it, please ask your line manager for information. Infection control is paramount to reducing the spread of this virus. We are working hard to keep the units stocked with cleaning products and may need your help to pick items up en-route to your shift on occasion. The new cleaning protocol involves 2 hourly cleaning throughout of surface areas that have regular contact, for example light switches, surfaces, counters, doors, handles. Remember that this could just save a life!

Young People must be supported and reminded to keep their private spaces and personal hygiene to the highest standards. This constant push will reduce the risk of infection in the services.

Clean hands protect against infection - Wash Your Hands

When you enter and leave the building wash your hands. National Guidance recommends that you should use soap and water and wash continuously for twenty seconds. Encourage our Young People to do the same.

World Health Organisation Guide to Washing your Hands



Guidance about what to do when you arrive home

Below is useful information to help you to reduce the risk of infection

ARRIVING HOME SAFELY



BEFORE LEAVING WORK -

Shower if possible and change out of work clothes



ARRIVING HOME -

Wipe steering wheel, controls and door handles



AT FRONT DOOR -

Pause. Breathe. Reset. Take your time



KNOCK ON DOOR -

Open from inside - Step in



SHOUT HELLO -

To loved ones. **No Cuddles yet**



PLASTIC BOX AT DOOR -

Do off your work/commute shoes, outer clothes/coat/bag, keys, pens and glasses. **Wipe down with damp soapy cloth**



PHONE -

Kept at work in clear zip lock bag. Empty out of bag into box - wipe phone clean and throw the bag away



WORK BAG -

Has to be machine washable – keep in a locker at work and a box by the front door at home



WALK STRAIGHT TO SINK/SHOWER -

Don't touch doors, get someone else to open them for you. Wash or shower especially hands, arms and face with soap and hot water



YOU ARE CLEAN

Relax and enjoy your evening 

RESIST FAKE NEWS!!!

Register for the UK Government's Wats App coronavirus chatbot service

The free WhatsApp service aims to provide official, trustworthy and timely information and advice about coronavirus (COVID-19).

This will help combat the spread of coronavirus misinformation in the UK, as well as helping ensure people stay home, protect the NHS and save lives.

*To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add **07860 064422** in your phone contacts and then message the word **'hi'** in a WhatsApp message to get started.*



Visitor Restriction/Ban to all of our homes

It is imperative that all Young People are aware of why we have put this policy in place and that they understand their communal responsibility for their own good health and the health of those they share a home with, including our staff. This ban will remain in place until further notice.

Social Work visits and all other meetings are to be conducted using Skype, which we are currently rolling out through the homes. This again, is our organisational policy and remains in place until further notice.

Social Distancing



Exercise social distancing where possible in the workplace and when working with young people. Try to maintain at least two meters distance when talking and where possible hold the conversation outside the home if there is a garden. Educate the Young People so they understand the purpose and reason for this action.

Freedom of movement for Keyworkers – What does this mean?

All staff that work for Young London Today that provide care to Young People in their homes are deemed to be Keyworkers under the government's advice, and essential workers. This means that you are free to travel to and from work or where absolutely necessary in the course of your duty. Make sure you have your staff ID in case you are stopped and questioned.

Keyworker ID Badges

Check your ID badge. It may have expired. Request a new one from Kevin.biggs@young-london.org if you have lost your badge or if it has expired.

Free Car Parking for Social Care Staff

The Local Government Secretary has agreed local councils will offer free car parking to all NHS workers and social care staff during the coronavirus outbreak.

Under new measures agreed by Local Government Secretary, all councils in England and the Local Government Association critical key workers will also be able to use council parking bays without time restriction or charge.

Councils will set up local arrangements so care workers can provide suitable evidence that they can display in their windscreen to ensure they avoid parking tickets.

While many councils have already suspended parking charges for key workers as part of the national effort to tackle coronavirus.

In order to qualify you will need to register your vehicle on a national database

Keep on Key working!!!

Good and effective support is the lifeblood of emotional wellbeing and needed now more than ever when the usual routine of our daily lives has been disrupted and our young people cannot seek comfort in their friendship network. Talk to our Young People. Your Line Manager will give weekly instructions for each young person giving you targeted keyword sessions for you to complete with your Young Person on a daily basis. Make sure that you complete the Keyword sheet and evidence your work with the Young People.

Food and meals in the homes



We will be providing a home cooked nutritious daily meal for all of the Young People in our homes and our staff

We have been working hard to ensure that food supplies are made available for all of our homes. Most shops are open, although may have a reduction in what is available.

Staff are required to prepare this meal and we hope the Young People get involved and improve their cooking skills! Your line manager will co-ordinate this with you in the home.

On Rota and outreach Key working

Where possible we will seek to keep regular staff patterns within our homes and reduce the crossover of staff moving from one home to another. This may lead to some changes in the current rota which we are sure you will support.

Outreach key working in the community should be kept to a bare minimum

Essential Journeys only. Essential journeys include assisted shopping for example. Avoid crowded places and maintain social distancing advice. Where possible walk to your destination and walk back.

When key working your Young Person in the home try to maintain advised social distancing making sure that you explain to your Young Person the benefit of doing this.

Keep in touch with your Young People – Use more technology



Set up regular telephone contact sessions with your Young People. Make use of **Skype** and other mediums provided to enhance contact. Schedule discussions for casual touch base contact and schedule contact where you will be supporting the Young Person with agreed objectives.

Professionals Meetings

All professional meetings are to be carried out virtually using Skype as provided in all 24Hour units and YLT work phones. If you do not have Skype on your work phone or do not know how to use Skype in the home contact your line manager who will assist you further.



Together we can achieve

Contact Us

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HAVE MORE TO SAY?

Contact KEEPING IN TOUCH Newsletter. We would love to hear from staff and our Corporate partners. Keyworkers, share your success stories of our young people to keep us all inspired.

If you wish to contribute towards this newsletter, please email: a.mitton@young-london.org.