

## Cambridge Road – Providing Support During the Pandemic

### The Challenge

#### *Why was the support needed? - Brief Outline*

Services were temporarily stopped to keep people we support safe, and to stop the spread of COVID-19. Staff had to find new ways to provide support during a very challenging time for us all.

Two of the people supported also regularly attend other locations but could not during this time due to the restrictions.

### Our Role

#### *What actions did we take? – Brief bullet points*

- ✓ Staff had discussions and shared ideas about how they could best support the two individuals within the restrictions.
- ✓ Calls were arranged with the other services so that speak to friends and keyworkers from the other services on a regular basis.
- ✓ Staff talked to people we support about any issues and worries they had about COVID-19 and the restrictions and offered support.

### The Difference We Made

#### *Outcomes achieved for people we support – Brief bullet points*

- ✓ The two individuals feel supported and informed of what is happening.
- ✓ They are both in regular contact with their friends and keyworkers at the other locations which makes them happy and keeps them connected to people.
- ✓ They are now able to make phone calls themselves and feel confident and reassured as they are able to contact the other locations when they need to.

### Quote

*Quote from person supported, family or worker that sums up the experience*

*Thanks for ringing Dale Farm / Royden Park it was good to talk to my keyworker and my friends – Person Supported*