

Delivering a Safe & Effective Service

I hope you, your colleagues and family are keeping well as COVID-19 continues.

I felt that now would be a good time to update you on how **reach** is adapting our programmes to the ongoing COVID-19 situation. We are now in week 8 of social restrictions and we are experiencing a “new norm” for many clinicians. This is a challenging time which is taking **reach** and brain injury rehabilitation on a differing, progressive pathway, as we expect social distancing to be around for months to come. As a Brain Injury Rehabilitation organisation, **reach** needs to ensure that our Duty of Care to clients is robust in terms of their rehabilitation intervention but also that it addresses their ongoing mental health and well-being. It seems that for many people mental health symptoms are becoming more pronounced as the lockdown continues.

Although remote rehabilitation is being instigated by our practitioners as much as possible, the key to returning to face-to-face rehabilitation provision, will be very much a **risk v benefit** approach. This “**risk**” approach is championed by Public Health England, NHS home working guidelines and the Royal College of Occupational Therapists – all relevant in the type of rehabilitation delivered by **reach**.

As such **reach** have set out “**F2F Clinical Practice Protocol**” to follow when considering a return to face-to-face rehabilitation, in line with the above Government and Professional Guidance. We have sourced appropriate PPE and have training/guidance on PPE usage in place.

At this point Remote Rehabilitation is the preferred mode of working for our brain injured clients across all levels of severity and all ages. However, if the benefit of face-to-face rehabilitation or community rehabilitation outweighs the “**risk**” of no intervention, whether for a Mental Health reason or a functional reason, then our “**F2F Clinical Practice Protocol**” will be initiated.

The overriding focus is always on safety of both our staff and the clients and we will be keeping up to date with emerging guidance and information within this fast changing world. The **reach** Clinical team, while some are working also for the NHS, are very focussed on providing the best possible service at this challenging time. They truly are amazing.

I hope this give reassurance and comfort that **reach** are clinically and professionally providing the best possible ongoing assessment and rehabilitation service for this client group at this time.

If you have any queries or questions regarding this or another matter, do not hesitate to contact Lisa on 01423 326000.

Thank you again for your continued support.

With best wishes,

A handwritten signature in blue ink, appearing to read 'H Batey', written in a cursive style.

Heather Batey
Director of Operations