

Best Practice Guide for Restarting Support and Delivering Services

This document supports organisations considering options and restarting activities in the community by giving a brief summary of official guidance, policy and requirements, and examples from third sector organisations in Leeds.

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Introduction

Organisations are continuing to adapt this year in ways they didn't expect to due to the ongoing effects of the COVID-19 pandemic. Some of which need further consideration for things such as health and safety regulations, minimising harm and supporting those whose abilities and confidence have been affected due to COVID-19.

This guidance has been developed to support organisations who are considering options for restarting activities. The document sets out a summary of official guidance, policy and requirements, and a series of case studies gathered from third sector organisations in Leeds to help provide practical examples and ideas. This guide is divided into sections so that key considerations are included per topic and link to relevant websites to help you implement the changes safely if you decide to restart services. The guidance has been developed with older people's organisations in the community however the information and principles could be useful for other settings as well.

Acknowledgements

Thank you to partners who have contributed to the development of this resource:

- Armley Helping Hands
- Richmond Hill Elderly Action
- Older Wiser Local Seniors
- Neighbourhood Elders Team (Garforth)
- Halton Moor and Osmondthorpe Project for Elders
- Otley Action for Older People
- Sage – MESMAC and Age UK Leeds
- Leeds Older People's Forum
- Time to Shine
- Commissioning Programme Lead for Dementia
- Adult Social Care Older People's Commissioning team
- Public Health Older People's team
- Active Leeds



Government Guidance

The UK government's [COVID-19 Winter Plan](https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary#roadmap-out-of-lockdown) presented a programme for suppressing the COVID-19 virus, protecting the NHS and vulnerable people, keeping education and the economy going and providing a route back to normality. All up to date information on local and national coronavirus restrictions can be found: <https://www.gov.uk/find-coronavirus-local-restrictions>

COVID-19 Roadmap to Recovery

On 22nd February 2021, the Government published the COVID-19 response *Roadmap to Recovery*, a four step plan offering a route back to normal life. Implementation of this plan is guided by data, not dates, to prevent the risk of a surge in infections that would put unsustainable pressure on the NHS. For that reason, all the dates in the roadmap are indicative and subject to change.

There will be a minimum of five weeks between each step: four weeks for the scientific data to reflect the changes in restrictions and to be analysed, followed by one week's advance notice of the restrictions that will be eased. For more information visit:

<https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary#roadmap-out-of-lockdown>

The roadmap sets out guidance for the restarting of activities which includes information to support decision making for local organisations. The following includes changes that may guide your decision making for when you can legally re-start activities. Organisations must be aware this may change and to always check National, Government advice.

Step 2 – Not Before Monday 29 March

- People can meet outside in groups up to a maximum of 6 people (often referred to as a gathering and does not include formally organised activities, sports or support groups).
- Outdoor sports reopen.
- Formally organised outdoor sports – for adults and under 18s – restart.



- No longer legally required to Stay at Home.
- People are encouraged to continue to work from home where they can.
- Everyone is encouraged to minimise travel wherever possible.
- Don't stay away from home overnight.

Step 3 – Not before 12 April

- Outdoor gatherings still limited to 6 people or 2 households.
- Non-essential retail re-open.
- Personal care premises such as hairdressers, salons and close-contact services reopen.
- Indoor leisure facilities such as gyms and spas reopen.
- Overnight stays away from home in this country permitted.
- Public buildings e.g. libraries and community centres reopen.
- Majority of outdoor settings and attractions reopen.
- Hospitality venues open for outdoor service, with no requirement for substantial meal and no curfew. Requirement to order, eat and drink while seated ('table service') will remain.
- Work from home where someone can.
- Minimise domestic travel where someone can.
- All children can attend any indoor children's activity.
- Parent and child groups of up to 15 people can restart indoors.

Step 3 – Not before 17 May



- All but most high-risk sectors reopen.
- Indoor hospitality - no requirement for substantial meal and no curfew. Requirement to order, eat and drink while seated will remain.
- Remaining outdoor entertainment – e.g. outdoor theatres & cinemas – reopen.
- Indoor entertainment - e.g. museums, cinemas and children’s play areas – reopen.
- Adult indoor group sports and exercise classes reopen.
- Conferences, theatre and concert performances and sports events.
- Controlled indoor events of up to 1,000 people or 50% of a venue’s capacity.
- Outdoor events with a capacity of either 50% or 4,000 people, whichever is lower.
- Large, outdoor, seated venues 10,000 people or 25% of total seated capacity.
- Most legal restrictions on meeting others outdoors lifted.
- Gatherings of more than 30 people outdoors remain illegal.
- Decision on when restrictions on international travel can be lifted.

Step 4 – Not before 21 June

- Remove all legal limits on social contact.
- Reopen remaining closed settings.
- Remove all limits on weddings and other life events.



Top Tips for Interpreting the Guidance, Planning and Making Decisions

“Organisations are best placed to know their own service users’ needs, local communities and spaces available to work with”

- Err on the side of caution and check national guidance for the most up to date information.
 - Check in with other, related service providers for support in interpreting guidance.
 - Use resources in the LCC google drive to ensure clear and consistent messaging through all appropriate channels to protect and support service users. <http://bit.ly/leedscovidtoolkit>
 - Risk assess all activities thinking about the service user and changes to their circumstances over the last year, venues, mode of transport they may need to attend, space available, additional equipment needed and time before/after to ensure appropriate changes can be made.
 - Food: follow hospitality guidance where food provision is not the primary purpose of the support group. For more information visit the [Food Standards Agency](#) website
 - Physical activity: check with the national governing body for all sport and CIMSPA for other physical activity provision (CIMSPA).
1. [CIMSPA's Guidance Pack](#)
 2. [CIMSPA's Guidance on Group Exercise](#)
 3. [Ramblers Restarting Group Walks \(guidance for volunteers\)](#)

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. When considering how to apply this guidance, take into account your service users, volunteers, staff members, as well as any agency workers or contractors.

COVID-19 Enquiries and Support in Interpreting Guidance

Email; epteam@leeds.gov.uk

Telephone; 0113 378 5959



Communications and Resources

This Google Drive link is a live resource updated regularly with all relevant local and national assets and resources that can be shared, downloaded and printed. It has been developed to ensure clear and consistent messaging across the city and contains a large variety of resources in a number of different languages. (if the link doesn't work, try cutting and pasting into your browser)

<http://bit.ly/leedscovidtoolkit>

- For simplicity, the key messages and resources within this toolkit have been grouped into five broad themes: **prevention, testing and self-isolating, support, national lockdown, and reactive messaging** designed for use in a selective and targeted way.
- NHS Leeds CCG have created a [comprehensive, public-facing web resource](#) that provides a one stop place for **vaccine information**, including FAQs, info for and by community members as well as faith leaders and staff and much more.
- NHS Leeds have also published complementary social media posts and graphics online for partners to share. These will be regularly updated. Click here to view their [social media plan for vaccine confidence \(generic\)](#) and their [social media plan for BAME / communities of interest](#).
- To avoid duplication and confusion, this toolkit does not include any additional resources about vaccine confidence. Please use the NHS resources linked above.

Remember - 'Hands. Face. Space. Fresh Air'.

- Hands – wash your hands regularly for 20 seconds.
- Face – wear a face covering in enclosed areas.
- Space – make space from people you don't live with. Stay 2 metres apart where possible, or 1 metre with extra precautions in place (such as wearing face coverings or increasing ventilation).
- Fresh air – let fresh air in often when indoors.

Take Care Leeds – *campaign to support older people this winter*



People aged over 60 are at a greater risk from COVID-19. It's important that we work together to keep you safe, keep you active and keep you socially connected whilst minimising any physical contact with others.

A new campaign in Leeds is raising awareness that people aged 60 and over are at greater risk of health complications from COVID-19. It advises people on the different ways they can continue to stay active and connected safely whilst also reducing physical contact with other people, and lowering their risk of coming into contact with the virus.

To support residents of 60 and above to live healthily, and keep mentally well during this time, the NHS in Leeds, alongside Leeds City Council and community and voluntary sector organisations are coming together to share and promote a programme of positive messages over the winter season. This includes messages that encourage people to stay connected safely to reduce the risk of social isolation.

To further protect NHS services, Leeds City Council and the NHS in Leeds once again call for the members of the public to consider the following advice to people aged 60 and over:

- aim to reduce physical contact and avoid areas of high footfall;
- discuss ways to reduce transmission risk with employers and minimise situations that brings close contact with people, especially indoors;
- plan leisure time to include leaving the house around quieter times of the day to reduce the risk of being in close physical contact with others;
- physical exercise is important – but maintain a two metre distance to stay safe.

Equally we know that some people in this age group are scared of leaving the home – which is not healthy, particularly for mental wellbeing. If you know somebody who is isolating at home unnecessarily, remind them of the importance of getting out for daily exercise, that it's more difficult for the virus to spread outdoors, and that they can protect themselves by staying at least 2 meters from others.

As part of the campaign we are also reaching out to employers across the city to make sure they are taking steps to protect their colleagues who are in this age group, and also to protect their customers. This is especially important for tradespeople who may need to access people's homes.

To find out more about the campaign and to get tips to keep family, friends and colleagues safe please visit www.takecareleeds.co.uk



Further Guidance and Topic Areas

- Working Safely: www.gov.uk/workingsafely
- Guidance for working in, visiting or delivering to other people's homes: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>
- Guidance for people who work in or run offices and similar indoor environments: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>
- Guidance for organisations providing transport: <https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators>
- Guidance for people who are operating food takeaway or delivery: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
- Guidance for people who are managing a community food project or food banks: [Food safety for community cooking and food banks | Food Standards Agency](#)

Workplace Risk

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. In the context of COVID-19 this means protecting the health and safety of your workers and service users by working through these steps in order:

1. Ensure that anyone who feels unwell stays at home and does not attend the premises (staff or service users).
2. Increasing the frequency of handwashing and surface cleaning.



3. Everyone should ensure social distancing guidelines (2 metres or 1 meter with risk mitigation where 2 meters is not viable). If this is not possible, consider whether activities can be redesigned to maintain social distancing and ensure personal protective equipment is used to mitigate the risk.
4. In your risk assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.
5. If your building has been unoccupied for a period during any lockdowns, consider legionella risk and HSE advice: <https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm>
6. Conducting screening questions for service users on arrival.



COVID-19 Testing and Vaccinations

Workforce Vaccinations

The coronavirus (COVID-19) vaccine is safe and effective after extensive trials. It gives you the best protection against coronavirus. There is no legal basis for employers to force staff to get the vaccine, and the most important thing you can do as an employer is to educate your staff. There is a lot of misinformation going round about the vaccine and, naturally, this is causing some concern amongst some.

Visit the Leeds NHS webpage for comprehensive support and information: [COVID-19 vaccine information - NHS Leeds Clinical Commissioning Group \(leedsccg.nhs.uk\)](https://www.leedsccg.nhs.uk/covid-19-vaccine-information)

It is important to continue to follow current national guidance. To protect yourself and your family, friends and colleagues, you MUST still:

- practise social distancing
- wear a face mask
- wash your hands carefully and frequently
- open windows to let fresh air in
- follow the [current guidance](#)

Covid-19 Testing

1. Employer led set-up

Employers can set up their own on-site testing programmes, outside of that which currently exists with the NHS Test and Trace service.

[Register to order free rapid lateral flow coronavirus tests for your employees - GOV.UK \(www.gov.uk\)](https://www.gov.uk/register-to-order-free-rapid-lateral-flow-coronavirus-tests-for-your-employees)

2. Community testing

If you have coronavirus symptoms, you should get tested. All testing sites operate on an appointment only basis – please do not attend without an appointment. Appointments can be booked via the NHS online booking system or by calling 119.

[Where to go for testing - NHS Leeds Clinical Commissioning Group \(leedsccg.nhs.uk\)](https://www.leedsccg.nhs.uk/where-to-go-for-testing)



Examples of Best Practice in Leeds

- **Indoor Spaces and Social Distancing**

If your organisation decides to restart face to face delivery, suggestions to help minimise risk include:

- Share details with service users prior to arrival in the social distancing measures in place. Ensure service users are aware of guidance including face masks and handwashing on arrival.
- Managing the arrival and departure times of different groups so as to reduce the pressure at exits and entrances.
- Making use of multiple exit and entry points: to introduce a one-way flow in and out of the premises, with appropriate floor markings or signage. Any changes to entrances, exits and queues should take into account reasonable adjustments for those who need them.
- Queue management: the flow of groups in and out of the premises should be carefully controlled to reduce the risk of congestion. It may be necessary to introduce socially distanced queuing systems but to be aware that this may be difficult for some service users particularly if there is no seating or it is cold outside.
- Consider how to prioritise who takes part in indoor activities and consider things such as existing friendship groups, existing support bubbles, service user need, transport requirements and geographical location.

Some organisations will struggle to restart activities in the same way if they cannot access externally controlled venues or in places where there is not enough space to adapt activities within social distancing guidelines. Some services are considering supporting small meet ups in alternative venues such as local cafes (when government guidance allows) with the appropriate risk assessments, to reduce the need for travel and allow small peer support activities.

For information on how many people can meet up in a group, please check the latest guidance:

<https://www.gov.uk/coronavirus>



An example from Armley Helping Hands

- A red cross on the floor indicates a 'no waiting' zone; yellow boxes show social distance.
- Only two toilets can be used, all other toilet cubicles are locked.
- Digital thermometers are used and temperature is recorded before a person enters.
- Contact details are taken for a 'track and trace' system in case a service user becomes ill.
- Masks are provided free to staff and service users and hand sanitiser is freely available.
- Signage is clear, easy to read and information is communicated regularly, particularly about the new rules and enhanced cleaning regime for the venue and minibuses.



• Confidence in Accessing Services

It is important that service users are able to make informed choices about attending a venue, event or activity and understand the risks and what has been put in place to protect everyone.

Things to consider:

- Produce an information pack for staff, volunteers and sessional workers so that they have the same brief and can work together to ensure that everyone follows rules.
- Make phone calls to service users to explain the new requirements before they arrive.
- Create a short film on a smartphone to show the changes at your venue and how you'll keep people safe.
- Consider room layouts to support those who may be deconditioned and may not feel comfortable or safe standing or moving for periods of time.
- Organisations must have a system in place to support test and trace for people who do not have a smartphone or do not want to use the NHS COVID-19 app.
- Invite people in to test run the new safety measures as they explore the building.
- Provide a variety of masks for staff and volunteers to use depending on the situation, for example see-through visors for people who need to lip-read, reusable cloth masks, disposable masks and surgical-grade masks for people who are clinically extremely vulnerable.

If you own your own building you will have already gone through the process of making your building COVID-19 secure, and if you are hiring a space this will have been addressed, but for further information please visit: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Otley Action for Older People

After months spent apart, the Thursday lunch club has found a way to get back up and running, using a large church hall, ensuring a two meter distance between everyone, and masks worn by all. Under the national lockdown rules (at the time), support groups of up to 15 people are allowed to meet if they follow strict social distancing guidelines. "It has really given people a sense of normality back and even with a much smaller crowd you can still feel the buzz from everyone in the room."

Read more here: <https://bit.ly/2K9dF97>

• Delivering Meals



The Government's four-step roadmap has been introduced at the start of this document including key dates for the hospitality industry which can be used as a guide for organisations to consider alongside their own risk assessments.

Organisations that provide cooked food, meals and lunch clubs may wish to make changes to diversify the food offer, including delivery options, and it is important you check your legal obligations to meet standards. Some organisations may wish to consider opportunities to work together, share information and tips on meeting guidance, and potentially deliver joint up services. For further guidance and detail on legal obligations, please visit:

- The Food Standard Agency's guidance on good hygiene practices in food preparation and implementing a HACCP: <https://www.food.gov.uk/business-guidance/managing-food-safety>
- Organisations planning to provide and or/deliver food or meals to the public should be registered with Environmental Health and should have completed Food Safety level 2 training as a minimum. Registration is free and can be completed online via <https://www.leeds.gov.uk/business/environmental-health-for-business/food/register-a-food-business>

Key principles to consider for delivering meals:

- **When sourcing food**, use reputable suppliers or food distribution companies. Ensure that any foods received are not contaminated or have damaged packaging, are within their use-by dates, and will be used and consumed by that date. This includes food donations.
- **Consider temperature control for food**. High-risk and ready to eat foods that need refrigerating must be kept cold during storage and transportation. They should be kept at or below 8°C. If the temperature of the food goes above this, it must be consumed within 4 hours.
- **Consider appropriate labelling**, writing the use by date on the lids of the meal containers is important and it is recommended that foods are consumed on the day of delivery.
- **Consider and ask about allergens**. Avoid providing food for people with a food allergy or intolerance if you cannot guarantee that their food has not been contaminated with their



specific allergen. Organisations who are planning to provide and or/deliver food or meals to the public are classed as catering businesses. More information available here:

<https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

Allergens

If organisations are collecting and delivering food from another food business venue (e.g. Fish and Chip shops) then they should be provided with this information either via written information (e.g. menu, chalkboard, label on packaging) or verbally. As the final service user has no direct involvement with the food business, the organisation delivering the food will need to pass this allergen information on to the final service user at the time of delivery or give them a phone number that they can directly contact the food business on. Best practice would be if the food business can use allergen labels to stick to packaging, so the final consumer can see the allergens recorded in each item.

Transporting food

- If you are transporting or temporarily holding food (for example in a Bain-Marie, in the oven, or on a hob), it should be kept hot and above 63°C. If it falls below 63°C it should be consumed within 2 hours or cooled down.
- Packing food in insulated boxes or bags should keep it above 63°C, provided that food is cooked and delivered within a reasonable amount of time. It's not necessary to check the temperature every time. Use a probe thermometer on a delivery route and check the temperature at the stop that is the longest drive away. If this is above 63°C then all future deliveries should be fine, but check again if the delivery route is extended or packaging changed.
- To transport high-risk ready to eat foods, they may need to be packed in an insulated box and with a coolant gel or in a cool bag if they need to be kept cold. High-risk food includes food that requires temperature control e.g. hot meals, dairy products, meat, and cooked rice. High-risk ready to eat foods would be those that require no further cooking or other processing once delivered to the final consumer.



- It is recommended to keep travel distances short and times limited to within 30 minutes. This will ensure high-risk foods are not out of temperature control for too long. If you are cooking and then cooling food to serve cold or to reheat later ensure it is cooled to less than 8°C within 90 minutes.

For more detailed information to support community cooking and meal provision please visit:
<https://www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks>

- Transport



When delivering services or activities, it's important to consider the whole journey that someone will make – this includes the travel that any volunteers, staff or service users may have to make to attend from leaving their home to returning again after any activity. Consideration needs to be given to the safe use of transport which may include someone using public transport differently or having to change their usual method of transport if this is now going against restrictions or advice.

Travel guidance:

- Walking and cycling should be encouraged where safe and possible, service users should be encouraged to plan ahead and avoid busy times and routes on public transport.
- If organisations are providing transport, consider removing seats or marking them as unavailable to enable social distancing in the vehicle and reduce the number of passengers.
- Passengers and staff should maintain 2 metres distance from people outside their household or support bubble, or where this is not possible maintain a 1 metre distance and take suitable risk mitigation measures including wearing face masks at all times, regularly using hand sanitiser, wash hands as soon as reach the destination, and ventilate the vehicle well at all times.
- No one should travel if they are experiencing any coronavirus symptoms, are self-isolating as a result of coronavirus symptoms, are sharing a household or support bubble with somebody with symptoms, or have been told to self-isolate after being contacted by NHS Test and Trace.
- Where transport becomes difficult, consider alternative ways of offering support such as identifying local COVID-19 secure venues such as cafes or local parks that people can walk to for small group activities, or set up local walking groups or activities.

Additional guidance:

- Government guidance on safer transport for passengers:
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- Government guidance on safer transport guidance for operators:
<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators>
- Community Transport Association guidance for community transport:
<https://ctauk.org/covid19-guidance/>
- **Supporting People to follow the COVID-19 Rules**



Some people may need additional support and may find it difficult to remember the changes they will need to make to their behaviour.

Some tips you may wish to consider to support this:

- Easy-read signs, floor stickers and instructions are good practice generally and vital for people with learning disabilities, people living with dementia, people with low levels of literacy or people for whom English is a second language.
- Information about the new requirements needs to be clear and regularly repeated.
- Produce a document to sign to show that the changes have been explained clearly, all questions have been answered and there is agreement to follow the rules at the venue.
- Visit the Public Health Resource Centre (PHRC) coronavirus page for the latest advice and guidance from the Leeds Public Health team and signposting to relevant local services and resources: <https://www.leeds.gov.uk/phrc/covid-19-campaigns>

Supporting people living with dementia or memory problems

- Becoming more age and dementia friendly is all about removing barriers by making your service more accessible for all older people. Could you or members of your team become Dementia Friends? <https://airtable.com/shrtT7CRZAOI5GKnK>
- Have a look at the Age and Dementia Friendly checklist for tips: <https://bit.ly/2K6LE1K>
- Carers Leeds provide specialist dementia carer support throughout the city in order to support carers of people living with memory problems or a diagnosis of dementia: <https://www.carersleeds.org.uk/our-support-service/carers-of-people-with-dementia/>

Supporting people with learning disabilities

- Findings from the Bee Together project combating loneliness and social isolation in older people with learning disabilities: <https://bit.ly/2K8WdS9>
- Bee Together ideas on how to include people with learning disabilities: <https://bit.ly/3ag14vr>
- Visit Through the Maze for support with Easy Read information: <https://www.through-the-maze.org.uk/>

- **Increased Costs**



Reopening venues and delivering face to face services may increase costs where additional equipment is required to keep people safe and fewer service users are able to attend at the same time.

Organisations may increase the time their session is running for to allow more people to access in a safe way or run an increased number of shorter sessions for fewer people – this may mean venue hire costs increase.

Consider what options may be practical to offer support in a different way and be sure to share learning and information with other organisations across the city. This could include holding activities somewhere else, digital solutions, doorstep visits, or trying new creative ways to engage people. Time to Shine have developed a number of reports and blogs with learning from across the city relating to how people have adapted: <https://timetoshineleeds.org/what-weve-learned/key-learning-covid-19-crisis>

If you choose to open then you may wish to visit the Government website for the latest information on the coronavirus (COVID-19) support that is available to businesses including loans, tax relief and cash grants. Find out more about coronavirus financial support here: <https://www.gov.uk/business-coronavirus-support-finder>

Richmond Hill Elderly Action (RHEA)

Richmond Hill Elderly Action (RHEA), has compared their 'usual' offering to their work during the Covid-19 pandemic. As you can imagine, there have been many changes during 2020.

Before COVID-19, the network ran a men's group, a canal sailing group, knit and natter and groups playing games and doing competitions. RHEA adapted, making the most of the summer weather to play street bingo, then started phone bingo too! Trips out became socially-distanced picnics in the park or mask-wearing rainy day trips on the minibus, with only three people allowed on board to keep everyone safe.



Resources

- Leeds NHS webpage on coronavirus: [Coronavirus \(Covid-19\) - NHS Leeds Clinical Commissioning Group \(leedsccg.nhs.uk\)](https://www.leedsccg.nhs.uk/coronavirus)
- Leeds COVID-19 Toolkit: <http://bit.ly/leedscovidtoolkit>
- COVID-19 winter plan: <https://www.gov.uk/government/publications/covid-19-winter-plan>
- Coronavirus Resources: Hands, Face, Space: <https://coronavirusresources.phe.gov.uk/Hands-Face-Space/>
- Skills for Care COVID-19: Support and guidance for the adult social care sector: <https://www.skillsforcare.org.uk/Home.aspx>
- Keep on Keep Up – falls prevention digital product: <https://kokuhealth.com/>
- Public Health Resource Centre – COVID-19 pages including resources, links, downloadable materials for anyone working to support others around health and wellbeing: <https://www.leeds.gov.uk/phrc/covid-19-campaigns>

