

Holmfield House 'Safe Space'

Partners guide on use of 'safe space'

1st June 2020

Following Government advice and in the interest of public safety Children's Centre buildings in RBKC closed on 23rd March 2020 with Holmfield House remaining open as an Operational Hub. The centre is staffed on a rota basis enabling us to shield our most vulnerable staff supporting them to work from home, a minimum team on site to undertake the preparation and distribution of support packages to families and operate a collection point for vitamins, food vouchers and Sainsburys Vouchers for vulnerable families and also to offer a 'Safe Space' facility for partners across the borough.

The Centre is available for collections and appointments Monday to Friday between the hours of 10am – 12 *and* 1 - 4 pm.

Mondays and Tuesdays: Safe Space is for Health Visiting Service

Wednesday, Thursday and Friday bookable

The Centre has undergone a comprehensive risk assessment which has been approved by our insurers and the Borough Silver and Gold Board. COVID 19 safety certificate is displayed in the centre.

Booking a slot

Email: childrenscentresnorth@rbkc.gov.uk or judy.matthews@rbkc.gov.uk

The following information will be required to confirm a booking.

1. Name and address of Family (non-contact signing in to comply with Health & Safety)

2. Safe Screening

All visitors to be screened to ensure they are as far as possible symptom free.

All visitors should be asked:

"To protect staff and children in response to the coronavirus pandemic, please can you confirm if you or anyone in your household are currently unwell or displaying a high temperature or new cough?"

If NO to displaying symptoms:

Booking can proceed. Visitors will be asked to maintain 2 metre distancing and to wash hands on entering and leaving building

If YES to displaying symptoms:

Advise the visitor that they will not be granted access to the centre as per our new guidelines to protect Service Users and staff. If they are a Parent/Carer please advise them to stay at home and give them information on how to self-isolate from the first day of displaying symptoms. If anyone on site starts displaying symptoms they should be asked

to return home and begin social isolation of 7 days (14 days for anyone else in the household)

Any incidents pertaining to visitors and Covid 19 should be reported to:

Judy.matthews@rbkc.gov.uk

Serita.kwofie@rbkc.gov.uk

These processes will be looked at and updated in accordance with Government requirements.

With effect from 3rd August 2020, all visitors will be temperature checked upon entering the building and in order to comply with track and trace visitors will be asked for email and mobile phone contact details and their temperature will be taken and logged.

Cleanliness and Hygiene

- Centre is cleaned on a daily basis.
- Sanitiser and Blue Roll available to wipe door handle on entering 'safe space'
- Handwashing station at entrance to building and 5 more handwashing points to be wall mounted throughout building.
- Appropriate literature displayed throughout the centre about hand washing
- Safe distancing signage clearly visible in entrance area
- Labelled bin in reception for safe disposal of PPE (masks and gloves) Holmfield Staff only

Partners using safe space are required to sanitise chairs and equipment used during visit

Partners using safe space are required to supply and dispose of their own PPE

Reception Area

- Reception will be manned by 2 FHBSO's. **No other persons** are permitted to enter the rear of the reception area.
- Visitors are required to sanitize their hands upon entering and leaving the premises.
- Visitors can approach reception desk one at a time
- We are adopting a non-contact signing in process (details provided in advance)
- Visitors to stand on the Blue Footprints to ensure safety of our staff

Safe Space

- Cleaned daily
- Sanitizer and Hand Gel accessible
- Toilets contained within safe space location to be used, please ensure they are wiped down after each visit
- PPE to be provided and disposed of by partners
- Wipe down surfaces and objects used in between each client (wipes and sanitizer provided)

In the event that the appointment is cancelled please let the centre know