



Compass Remote Visit During COVID-19 – What to Expect

When offering to visit you, we will complete a risk assessment to make sure that the visit does not significantly endanger you, your family or our staff member. We will ask you to confirm that no one in your household has a COVID-19 diagnosis or is showing symptoms of COVID-19. This means:

- They do not have a temperature
- They do not have a persistent cough
- They have not lost their sense of taste or smell.

We will not be able to visit if symptoms of COVID-19 are evident in your home. We will ask you to nominate a support person to be with you during the visit. We will ask them to wear protective equipment such as a mask. We will ask that only you and your nominated support person are present for the visit.

During the Visit

- The equipment we bring will have been cleaned thoroughly before we deliver it.
- We will not enter your home until you are ready to begin the session, so please try to be ready at the appointed time.
- We will attempt to maintain a 2-metre distance from you as much as possible.
- We will wear a surgical mask, an apron and some gloves.
- We will expect you and your nominated support person to wear surgical masks if possible. We can provide these if you don't have them – please let us know.
- The visit we offer during COVID-19 will be shorter than we would normally offer. We will try to be in your home for a short period only, to set up equipment and make sure it is working. This means we may:
 - Not spend too much time talking to you – we will make sure we talk to you via video or telephone to answer questions and concerns and get details about your needs.
 - Not sit down or accept a drink.
- We will take some photos so that we can use these to prepare guidelines for you.

What you and your nominated support person can do to prepare:

- Make sure the room where the session will take place is clean and clear of clutter (if possible – we appreciate there are certain materials you may have to have near you).
- Make sure you are ready on time.
- Make sure you have face masks ready to put on if you have them. The Compass team can hand these to you prior to the session if not.

Following the Visit:

After the visit, we will e-mail you (using an agreed account) and / or your nominated person to confirm what we have setup for you. We will also update your referring Speech and Language Therapist. We will then arrange to follow up with you via video conference or telephone to establish a plan for trialling the equipment. This may include:

- A video conference to fine tune the setup.
- A video conference to observe you using the equipment and identifying any problems.
- A discussion about goals for the trial.
- A discussion about how to customise the equipment for you.

We may ask you referring Speech and Language Therapist and your nominated support person to join us. PLEASE NOTE THAT COMPASS USE A PROFESSIONAL BUSINESS VERSION OF ZOOM SO IT IS SECURE FOR THESE SESSIONS.

Before the visit we will do as much as we can to prepare so that it goes smoothly – we will probably speak with you beforehand by video or phone but if you have any further questions or concerns please let us know using the contact details below:

If you need an easy read version of this document to support an AAC user, please also contact us using the contact details below:

e-mail compass@rhn.org.uk

phone: 020 8780 4500 Ext 5965