

Our COVID-19 Response

Our strategic aims

Voyage Care's robust quality framework provides vision and direction for all organisational processes and identifies five overarching goals for achievement and measurement of the quality of services we provide.

- Competent caring staff
- Involvement of people we support
- Positive outcomes
- Consistent delivery of quality care
- Positive assurance

Our values

Our ETHOS values guide how we do business and the behaviours we expect as we continue to work towards our core purpose.

E Empowering
Continue to respect people's choices.

T Together
Listening, engaging and collaborating

H Honest
Building mutual trust and understanding

O Outstanding
Leaders in quality

S Supportive
Continuing to treat people with dignity

The COVID-19 pandemic has had an unparalleled impact on the lives of our employees and those we support. Our preparedness was grounded in the extensive work we have undertaken to establish operational, quality and governance frameworks. We quickly convened a crisis committee to lead our COVID-19 response: decisive action which undoubtedly impacted positively on the success of our early responses to the pandemic.

Our purpose

We deliver great quality care and support.

What we are doing

- Maintaining our focus on the **safety** and **wellbeing** of our staff and the people we support.
- Ensuring the **continuity and consistency** of vital care and support services for all who need them.
- Communicating regularly with staff regarding changes in guidance, **addressing concerns** and **celebrating positives**.
- **Proactively engaging with people we support and their loved ones** to help them understand the impact of COVID-19. It is our priority to keep the people we support happy, active, connected to friends and family, and above all, safe.
- Keeping service-level plans up to date to **reduce the risk** of infection spreading and manage any outbreaks.
- Providing **comprehensive emotional and practical support** to any homes, services and employees who are affected by COVID-19.
- Updating **policies** and **procedures** in line with guidance from the Government and regulators.
- Adapting and **maximising technology** to support effective working from home where possible and to stay in touch with each other.
- Supporting staff to comply with government guidance to **minimise risk** of the spread of infection.
- Retaining a **focus on infection control** and **hygiene protocols**, ensuring all staff who need it access the right Personal Protective Equipment.
- Working proactively with our health and social care partners, commissioners, customers, suppliers, contractors and other stakeholders.
- Engaging proactively with our regulators and government departments to **influence** and **inform** changes to guidance.