

27th March 2020

Dear family member,

These are extraordinarily worrying and challenging times for everyone, and even more so for the families of people supported in a social care setting who cannot visit their loved ones. I am writing to you as the Chief Executive of Dimensions to assure you that we are doing everything we possibly can to keep your loved one safe and healthy.

We have emergency pandemic plans in place for every service, and our nationwide Pandemic Emergency Response Team is meeting daily to plan for any eventuality and to ensure that support is in place wherever it is needed most. We are not complacent, but I do believe we are in a strong position to respond effectively to whatever this pandemic might throw at us.

We have robust plans in place to check in with every service daily, making sure that people are getting good basic support. We have also recruited new staff members and some great volunteers to help us through this period, and we have plans to train some of our back office staff to provide cover where needed.

In order to make sure every family member is as well informed as possible, we have launched a new helpline especially for the families of people we support. The line will be staffed from 10am to 2pm, Monday to Friday, and will give you the opportunity to ask questions of our team of family consultants. The number is **0300 303 9161**.

The purpose of the line is not to answer day-to-day questions relating to your relative's support – please direct any such questions to the manager of your relative's service. Rather, it is to give you all the information you might want about how we are responding to the current crisis as an organisation. Involving family members in the support we provide to their loved ones has always been a key priority for us at Dimensions, and this is true now more than ever.

We are also actively exploring ways in which family members can keep in touch with their relatives more easily during this period, such as by using apps like Skype, and this work will continue to evolve.

We will get through this dreadful period together, and I would like to give you my personal assurance that your loved one is in good hands.

Yours sincerely,



Steve Scown
Chief Executive
Dimensions

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