

Care Home Admissions During Covid-19

We would like to reassure you that you can still come and live in one of our care homes during the Covid-19 pandemic. We are working with hospitals, healthcare professionals, local authorities and family members to ensure safe admission into your chosen home, albeit with some temporary restrictions in place.

Below you will find some questions and answers which may be useful when you are considering coming to live in one of our homes during this time. If you would like further information, please do not hesitate to get in touch with us by calling our care homes directly or enquiring online. Our friendly team are here to help.

Will I have to self-isolate if I come to your home during the pandemic?

All new residents will be supported to undertake a protection period of 14 days, this will be in your own room and whilst this can be difficult for some people, we will ensure that all your care and support needs are met with kindness and compassion.

Why do new residents have to go through the protection period in a care home?

It is known that people can carry the Covid-19 virus and never develop symptoms but unwittingly pass the virus to others. By ensuring all new residents undertake a protection period of 14 days, we are minimising the risk of spreading the virus. This is important to keep you and everyone else safe.

How will I be able to view the home and my new personal room?

We are following the government's advice and have made the difficult decision to minimise visits, only allowing pre-booked socially distanced visits to view rooms. This means our usual 'show-around' of the home cannot happen in the customary way. We can however, use our iPads to give you and your loved one a virtual tour of the home and the personal room you are interested in. During your virtual tour we can tell you about mealtimes, activities in the home, introduce you to some staff and give you a flavour of day to day life.

Alternatively, we can allow one person to visit, this will be by appointment only and we will require you to wear full Personal Protective Equipment (PPE), which will be provided. We will ask that you do not attend if you are unwell or have symptoms that may relate to Covid-19. The visit will be short, and you will be guided to the room you have chosen. Unfortunately, we will not be able to show you any other areas during the visit. However, after your visit, you will be invited to meet the manager in our outside social distancing area, where they will be able to answer any questions you may have.

How will you undertake the care assessment?

All new residents have a pre-admission assessment to ensure we have a full understanding of their care needs, likes and dislikes and dietary requirements. During the Covid-19 pandemic, these will be conducted via Facetime, Skype, Zoom or telephone – preferably with the prospective resident and somebody else present. Please don't worry if you are unable to access any of these means we will work with you to ensure that a thorough assessment is undertaken.

What will happen on the day of admission into the care home?

On the day of admission, you can bring your loved one to the home but unfortunately, we can only allow the resident to enter the home. We understand this is an extremely emotional time, but we hope you understand that the safety of all residents in the home is paramount. All new residents joining the care home during the Covid-19 pandemic will need to undertake the

protection period for the first 14 days of their stay. This is to ensure they do not begin to display symptoms of the virus and put others at risk. All new residents will also be tested for Covid-19 to add reassurance that we take every precaution necessary.

During this protection period, we encourage you to stay in touch with your loved one via telephone. We have iPads in the home and will help your loved ones with video calls, if preferred. Our residents really value the letters, posters and messages of encouragement from friends and family during this time, so please do keep in contact, maybe resorting back to posting letters. It's heartening to see the resilience and steadfastness of our home families at this current time and would like to reassure you that even though these times are certainly strange and unprecedented, your loved one will be cared for and will build relationships and make new friends in the home over time. There are lots of examples of what our current home-life has been like during the pandemic on our website and Facebook page.

How safe is the home?

Robust deep cleaning and infection control processes;

- ◆ Your personal room will have been thoroughly cleaned including bed sheets, mattress, pillow covers and duvet/blankets, before you arrive, using recommended cleaning agents that ensure your personal room is free from the Covid-19 virus
- ◆ Your personal room will be cleaned regularly throughout your stay
- ◆ Our housekeeping teams follow robust cleaning schedules throughout our homes to help keep you as safe as possible
- ◆ We have strict infection control procedures that all our staff are trained to undertake.

Good supply of appropriate PPE;

- ◆ Throughout the pandemic we have maintained sufficient supplies of PPE for all our staff to ensure that they can care for you safely
- ◆ All our staff will be wearing face masks for your protection and you may also see them wearing gloves, aprons and sometimes face visors too, dependent on the task they are undertaking
- ◆ All our procedures are designed to keep you as safe as possible whilst staying with us.

Whole home testing programme;

- ◆ For your protection we participate in the government led Covid-19 testing programme for all care homes
- ◆ This may mean that you will have more than one Covid-19 test during your stay with us. This will help us keep you as safe. We will always ask for your consent before a test is taken
- ◆ Our staff will also be tested in compliance with government guidance, this will also help us to keep you safe from Covid-19

Emergency support framework results are posted on homes' website pages;

- ◆ In England the Care Quality Commission (CQC) suspended their inspections in all care homes during the pandemic
- ◆ They now interview our home managers by telephone to make sure that we are following all the latest government guidance around infection prevention and control. They also assess how well we are supporting our residents and that we are continuing to deliver a high-quality service that keeps our residents safe.

Front-line staff receive full training and continuous communications;

- ◆ As well as undertaking a thorough induction, all our staff have received additional training in infection prevention and control and how to keep all our residents as safe as possible during the current pandemic
- ◆ We make sure that we keep all our staff updated on the best and most appropriate way to use PPE to keep you as safe as possible
- ◆ Covid-19 Information and updates are shared with our home managers on a daily basis which they then cascade to their teams.

Will I still be able to see my family and friends?

- ◆ We recognise how important it is for you to maintain contact with loved ones and how difficult it can be if this is not possible
- ◆ We are currently offering pre booked garden visits whilst maintaining social distancing of 2 metres. Please ask for a visitor guide if you would like to see one before you move in, our team will be happy to provide this in either email or a hard copy format.
- ◆ We also have the option for you to keep in touch with your loved ones by video call.
- ◆ We recognise that not all residents will be able to undertake a garden visit and have therefore developed specific guidance for indoor visiting. Please ask for a visitor guide if you feel this would apply.

Will activities and hairdressing be available?

- ◆ We have staff in our homes who can help you enjoy your time with us by providing a range of activities tailored around you and how you choose to spend your time
- ◆ In line with government guidance, as of the 6th July we will be providing hairdressing once more, albeit in a controlled and safe way.

Please note, the information provided applies to both respite and permanent stays. If you would like further information or have any other questions, please do not hesitate to get in touch with us.

