

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.

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 only need to self-isolate for a period of 14 days under the following conditions:

- i. If you have been admitted from hospital
- ii. If you have been admitted from another care home

If you are coming into the home from the community, there will be no requirement to self-isolate.

If you need to isolate, 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 some new residents have to self-isolate in a care home?

The government guidance has now been relaxed regarding self-isolation and only residents being admitted from hospital or another care home will be required to self-isolate, this is due to hospitals and other care homes presenting a higher risk and as such the government has deemed this necessary to minimise the risk of spreading the virus. This is important to keep everyone safe.

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

We are able to offer pre-booked socially distanced visits to view rooms, however, our usual 'show-around' of the entire home may not be able to be undertaken, due to the pandemic, 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.

If you would like a pre-booked 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 may 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 however, we can only allow the resident and one other nominated visitor to enter the home, both resident and their visitor will need to have been tested before entering 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.

During this 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 clean and safe. 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 have participated 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 every month 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 be tested three times per week in compliance with government guidance, this will also help us to keep you safe from Covid-19.

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 have contact with my family/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 still cannot permit open visiting within the home but have a range of options to ensure you can still meet with your loved ones whilst maintaining social distancing
- We are currently offering pre booked garden, safe screened area visits and also indoor visits for up to six nominated visitors. 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.

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, 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.