

COVID INFORMATION

Visiting the Care Home

As you will be aware, two designated visitors are able to visit indoors each week, this should be one person at a time, up to a maximum of two visits per week per resident. These visits will take place in the resident's bedroom. There can also be one additional outdoor visit per week for up to two visitors they must be from the same household.

The guidelines state that the length of the visiting time is unlimited, however we would ask if at all possible that the visit ends before mealtimes to allow the residents to enjoy their meals at the prearranged times.

We will be offering indoor visits seven days a week, based on the resident numbers this will allow a maximum of five designated visitors in one day. Please contact the Care Home and ask to speak to the person in charge to secure a mutually convenient appointment time. The additional outdoor visit can take place on a Tuesday, Thursday and Saturday.

We ask that you please make yourself aware of the guidelines that you need to follow from the document 'Open with Care seeing loved ones in care homes during the pandemic' on the website before visiting the care home.

There will be dedicated staff members to facilitate both indoor and outdoor visits which includes carrying out a cleaning regime between visits, in line with health protection guidance. PPE will be made available as required to ensure indoor visiting is safe for the visitor, residents, and staff. Visitors will be required to wear a fluid resistant surgical mask (FRSM), these will be provided by the Care Home.

Those of you who have visited our homes during the pandemic will be aware of the safety protocols that we have put in place to allow the visits to be carried out safely. However, we would like to draw your attention to one very important additional safety measure, which is the introduction of a lateral flow test, this test must be negative before a visit can take place. The tests usually take between 5 and 15 minutes to give a result so we will provide an area for you to sit in the Care Home while we wait for the result.

New Admissions

We are accepting new admissions. All new residents are asked to take a test for the virus ideally before they come into at the Care Home or when they first arrive at the Care Home. Residents will then be cared for in their room so they are isolated from the other residents for 14 days. Please be assured that your friend or family member will be supported during this time with video or telephone calls from family and our staff will make sure they are kept occupied with activities which will be discussed with the friends or family and resident prior to their admission.

Thank You

We have been humbled by our outstanding staff, who continue to maintain the high-quality care expected. We would like to thank them again for delivering care with such compassion, kindness and dedication.

I would also like to take this opportunity to say thank you, for the wonderful words of support, understanding, gratitude and gifts that we have received from relatives and friends of the Residents. It really does mean such a lot to the staff who continue to work tirelessly to care for the Residents and to keep them safe.