

17 March 2020 – Coronavirus Update

We are now requesting that all visitors refrain from visiting our care homes.

We are extremely concerned about the health and welfare of our residents and do not want to put anyone at increased risk. We understand that people have very different ideas about the action that we should be taking and as such, have not come to this decision lightly. We have been advised by CQC to use our discretion and act in the best interests of all of our residents, with the top priority being the protection of life.

In addition to our concern for our residents we must also safeguard our staff; should there be an outbreak in our care home this will place our staffing levels under extreme pressure just at a time when we need them the most.

As you know, suppliers are running out of basic personal protective items, including alcohol gel and soap; intrinsically we have a duty to ensure our remaining stock is available for staff, to ensure that we are complying with government guidelines to reduce the risk of spreading the virus.

Should there be extenuating circumstances requiring visitation, the homes managers will use their discretion on a case by case basis.

- You will not be permitted to visit if you currently feel even a little poorly, particularly if you have flu-like symptoms including coughs, raised temperature or shortness of breath.

If you are extended an invitation to visit:

- We will only allow one visitor at a time
- You will be expected to wash your hands carefully (following [NHS guidance](#)) before travelling to the home.
- As soon as you arrive in the home you will wash your hands again and use the hand sanitisers that are located around the home.
- You will be expected to answer a few questions about your health and any contact with possible sources of the coronavirus before you come into the home and a record will be kept of your response.
- We will take your temperature upon arrival at the home to ensure you are not running a fever and unintentionally bringing the virus into the home. This will be done via either a non-contact or an ear thermometer with disposable tips.
- While tissues are available in the home, please bring a supply with you in case you sneeze, cough or find your nose is running. Please use each tissue once and dispose of it carefully using the [catch it, bin it, kill it](#) principle.
- Visits will be restricted to residents own bedrooms and you will be unable to go in to communal areas of the home.

Please be reassured that all of the actions we have taken and will take in the future are done with our residents' best interests at heart and following the guidance issued by Public Health England.

We really appreciate your support and understanding at this unprecedented time and trust that you will adhere to these measures.

Kindest regards,

Clare Shann
Managing Director