

How we're managing COVID-19



When the pandemic started in March, we were one of the first care providers to restrict visits to those deemed as essential. It was a tough decision, but we knew it was the right thing to do. We continued to deliver person centred care, served good quality food prepared by our chefs, tried to keep everyone as engaged as possible and communicated with our residents and their families as quickly as we could.

Visiting

As restrictions ease, we must be mindful of protecting our residents so we cannot allow full visiting yet. We have introduced the booking of 30 minute, weekday visiting slots which are arranged between the visitor, resident and manager - we ask that you be patient and consider the manager's position of trying to maintain a fair and equal service to all. We also ask that if you have visited us and later develop symptoms of COVID-19 - especially a cough, loss of/change in smell or taste, high temperature, diarrhoea and/or vomiting or shortness of breath - that you contact us immediately.



We are reviewing Government and Public Health guidance advice on a regular basis should we need to adjust our approach.



Care homes can be home to vulnerable individuals so we wanted to ensure you that we are doing everything we can to eliminate risk for respite, new and existing residents.

New residents entering the building

- All new residents from hospital must be tested for COVID-19.
- Residents from their own homes must:
 - isolate in their rooms for 14 days and receive no visitors.
 - be asked whether they presented symptoms or been tested for COVID-19.



Our homes and teams will:

- Adhere to our stringent infection control measures.
- Wear PPE for all interactions - we have ample supplies.
- Take everybody's temperature at the front door.
- Provide hand cleaning stations throughout the care home.
- Apply social distancing where possible.
- Regularly clean all areas of the care home including laundry.
- Support the UK Government Tracing system.



Please note - visiting cannot take place if the service currently has (or within the last 14 days) has had an outbreak of COVID-19.



[Click here to view our full Visiting Framework](#)