

# CORONAVIRUS COVID-19



To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

The health, safety and wellbeing of our Service Users and Colleagues are always our top priorities. We have therefore taken comprehensive action to prepare for, and respond to, the growing COVID-19 (Coronavirus) outbreak in the UK.

This page details the latest advice from Shaw healthcare about the steps we are taking at our homes. This information is intended for Shaw healthcare Service Users, Colleagues, and any visitors to our homes only.

For comprehensive information about the Coronavirus itself, please visit either the Gov. UK or NHS websites, or if you are concerned you or someone you are in contact with has Coronavirus call 111.

## Visiting a Shaw healthcare care home

For Shaw healthcare, the health and safety of our Service Users and Colleagues is our top priority. As such, we have made the decision to limit non-essential visitors to all our care homes until further notice.

We have not taken this decision lightly, but we know our visitors, including relatives and loved ones, would want us to do everything possible to keep Service Users in our care safe and well.

Non-essential visits include routine visits from Relatives and loved ones, visits from individuals such as hairdressers and entertainers, and from professionals and contractors carrying out non-essential services.

If you can delay your visit or achieve its purpose via another method (i.e. through a phone call or video call) please do so.

Requests for essential visits where exceptional circumstances arise will be considered. These can be arranged by contacting the Home Manager. Phone numbers for all homes are listed on the individual home pages here. Alternatively, you can call the Shaw healthcare on 0800 902 0092

If an essential visit is granted, we ask that a number of steps are taken to limit any potential risk - these are outlined in the next section.

Please do not attempt to arrange a visit to any Shaw healthcare care or nursing home for any reason if you currently feel unwell, particularly if you have a cough, a fever or high-temperature, or have shortness of breath, or if you have been in contact with someone who may have Coronavirus.

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## How to safely visit a Shaw healthcare care home

If you are making an essential visit to a Shaw healthcare care home, it is important that you do so safely and in a way that minimises the risk of infection to our Service Users and Colleagues. Therefore, before visiting and whilst on site, please consider the following:

- Hand washing. It is important that you wash your hands thoroughly before you visit the care home, and regularly whilst you are at the home, we will insist on you washing your hands on entry to the service, we will also expect you to complete a short visitor questionnaire.
- Please make sure you wash your hands for a minimum of 20 seconds, using either hot water and soap or 60% alcohol sanitiser gel. The NHS has a video guide to effective handwashing here. Additional hand washing stations have been set up at our homes to help visitors wash their hands regularly.
- Coughs and sneezes. We understand there are many reasons why someone may cough or sneeze. However, whilst visiting a Shaw healthcare care home please make sure you have a tissue on you at all times so that you can catch a cough or sneeze. Please then immediately dispose of the tissue in the bin. Remember - Catch it. Bin it. Kill it.

## Protecting our Service Users and Colleagues

Please be assured that Shaw healthcare is treating this matter with the utmost seriousness and comprehensive contingency plans are in place in the event of a Coronavirus outbreak at a home.

In response to the growing UK Coronavirus outbreak we have created a dedicated steering group. Led by our Chief Operating Officer, this group comprises senior leaders from across the business who are reviewing the rapidly changing situation to develop our plans accordingly.

The steering group has already taken action, including working to secure food, cleansing and medical supplies we may need in the event of an outbreak in a home, and developing and implementing the policies and protocols needed to make sure that Shaw healthcare homes can continue to provide high-quality, kind care during this time.

All Service Managers and Colleagues have been informed of the steps we are taking and how they can help prevent the spread of infection. This includes establishing hand washing stations in the reception areas of all homes, installing additional prominent signage about handwashing, and completing the infection control training modules through our eLearning platform.

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The Shaw healthcare Coronavirus Steering Group continues to meet regularly and is monitoring and reacting to the latest guidance issued by the UK Government and Devolved Governments, the NHS, and public health bodies.

This page will be updated to reflect the latest information and advice regarding any additional steps we are taking to safeguard the health of our Service Users and Colleagues.

For anyone connected to a Shaw healthcare home who has further questions about our response to the Coronavirus, please call the Home Manager at your local home. Phone numbers for all services are listed on the individual home pages here. Alternatively, you can call the Shaw healthcare on 0800 902 0092.

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