

18 March 2020

Dear

Update Coronavirus

Over the weekend, senior colleagues and I have had time to put together further plans in order to respond purposefully to what will be a challenging time for us all. The Homes will be guided by three core principles:

- The safety and wellbeing of **all** members of our community
- Following government, CQC, World Health Organisation and NHS advice
- Care, kindness and empathy

As you would expect, we have developed detailed plans in areas such as safeguarding, infection control and health & safety.

These include the need to continue to restrict the number of visitors to each of our Homes, and we ask for your continued support in this matter. We do understand that staying away from loved ones may be upsetting and worrying, but we would like to re-assure you that we continue to take exceptional care of them and that it is for their wellbeing and the wellbeing of all others in the Home that we have this directive in place. Compassionate situations, such as end of life, will be exceptions to this rule and we ask that you contact the Manager directly, who will make appropriate arrangements.

We will continue to monitor the situation on a regular basis, continuing to take advice and guidance from the official organisations listed above, but the restriction will be in place for the foreseeable future.

We encourage you to stay in regular contact with the home, via telephone. There will always be someone available to talk with you and arrange for you to be able to speak with your loved one.

To call by landline

We will always be at the end of the phone and will do all we can to facilitate a telephone conversation between yourself and your loved one. The individual Home landline numbers are:

Trewidden	01736 796856
Cowbridge	01208 872227
Beech Lodge	01726 61518
Meadowbrook House	01208 510020
Rivermead View	01503 262014
Trecarrel	01726 813588
Addison Park	01579 383488
Hendra Court	01726 812 277

We have also set up a Whats App account for each of our Homes, which can be used to enable video calling with your loved ones. Please see details below

Video Calling

If you wish to make a video call, it would be helpful if you could make prior contact with the home via the landline phone or email so that a time can be arranged. This will enable the mobile phone to be in the right place at the right time.

The Whats App phone numbers for each Home are as below:

Trewidden	07707 782 462
Cowbridge	07707 782 484
Beech Lodge	07543 302 949
Meadowbrook House	07895 961 081
Rivermead View	07895 9609 97
Trecarrel	07895 961 021
Addison Park	07895 961 199
Hendra Court	07895 960 987

These numbers are restricted for video call only and will not be answered as general phone calls or used to communicate via text message.

The following website offers advice on how to set up Whats App:

<https://www.androidcentral.com/how-set-and-start-using-whatsapp-android>

Please could you ensure you refer to the NHS advice <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Staff are reminded of these imperatives on a regular basis and operate alongside our internal infection control procedures, including the taking and recording of temperatures prior to allowing access into the Home.

We will continue to keep you fully informed over the coming days and weeks. All internal information and links to external support and information sites can be found on our website: www.cornwalliscareservice.co.uk

Your full support is very much appreciated at this time.

Yours sincerely

Stuart Clarkson

Managing Director