

## CORONAVIRUS UPDATE

### Updated position 9 April 2020

This information updates our current operating policy on visitors to the care and nursing homes and is issued in light of the latest Government advice and travel restrictions across the UK.

The information is broken down into headings for ease of reading:

#### Visitors to the Care & Nursing Homes

In line with the latest Government instructions – **We have now implemented a very clear and non-negotiable policy of NO VISITORS to the Homes, which we are strictly monitoring.** However, as previously stated in correspondence, there are certain circumstances, such as end of life, where we will always be flexible. This difficult decision has already shown significant benefit in reducing the spread of a highly infectious virus. We appreciate however how difficult the situation is for relatives and residents alike. Our WhatsApp is now available for use in helping you to make contact with your loved ones. To book a WhatsApp call please contact the Home's Administrator, who will schedule a call for you and explain the process.

So that we may maintain regular communication with all close relatives, we would like to ask for your support in following these guidelines:

1. Please designate one member of the family to call daily (this will help to reduce the sheer number of calls we are receiving for any one resident)
2. Please call after 11.30am if at all possible (the Homes are very busy in the morning with medication rounds)
3. If at all possible, please provide us with an email address that we may contact you with. This will enable us to send you regular general updates far more quickly than relying on post. Please email the Home with your preferred details.

Meanwhile, thank you so much for the many letters, emails and comments of thanks and gratitude that you have been sending us.

It really does mean such a lot to the staff who continue to work tirelessly to care for our residents and to keep them safe.

#### Staffing levels at the Care & Nursing Homes

We have no doubt that these are worrying times for you, and we are conscious that the media is reporting a high level of staff sickness in the NHS and Care Homes. We want to reassure you about our position and our plans around this.

We do have more staff than usual who are either sick or self-isolating. However, we are generally staffing to the levels that we always do, with either overtime or other staff who work more flexibly with us, that are generally familiar with the home. Some staff have been redeployed from 'back office' roles into more resident facing jobs in order to ensure safe care.

The Government is currently predicting that the peak of COVID-19 cases will most likely be within 1 week, and we have a clear plan, which is reviewed daily as to how we will continue to deliver care, which includes using the staff teams that we have as well as an ongoing and robust recruitment programme which is being maintained and ramped up.

### **Safe care for residents and staff**

Inevitably, we have seen some residents who have shown some symptoms of the illness. However, it is important to note that many of our residents will display some of those symptoms for a variety of reasons associated with their general age and healthcare conditions. At the present time we have only one confirmed case of COVID-19 across all eight of our care homes. This isolated case is at Hendra Court Nursing Home and is believed to have come from hospital. We are operating stringent infection control procedures, guided and supported by Public Health England, to ensure the safety and wellbeing of all our residents and staff members.

We have strong care plans and processes for caring for any of our residents who may need to be isolated, and to ensure that our staff are provided with good supplies of Personal Protection Equipment (PPE) as appropriate.

We are conscious that there has been much in the media regarding PPE and we want to assure you that, on the whole, we are in a good position and have further supplies coming in. As a larger care home provider, we have a robust supply chain, and are in constant contact with our individual suppliers, ensuring that there will be as little disruption as possible to deliveries of PPE, food and medical supplies.

Obviously, this is a very busy and challenging time for us, but our priority remains with the provision of outstanding care for all of our residents, and we remain guided by our three core principles:

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

### **Good News Feed**

Finally, to end with some good news – please see our Facebook Page <https://www.facebook.com/CornwallisCare/> for updates on activities that continue within the Homes and the many Acts of Kindness that are taking place across the group.

We would like to thank you for your continued support and understanding at this time and to assure you, once again, that the care and safety of our residents is our number one priority.

Yours faithfully

Stuart Clarkson

Managing Director