

Frequently Asked Questions

Why can I no longer visit my relative?

The government has decreed that people can no longer leave their homes unless absolutely necessary. This is to reduce the risk of infection from COVID-19 and our aim is, as ever, to protect the vulnerable residents in our care. We do have plans in place for you to stay in touch with your loved via phone and video calling. And we will be giving regular wellbeing updates by phone to the relatives of residents who are unable to make or receive calls.

How can you guarantee that the home will continue to receive essential supplies of food and cleaning/care equipment?

As a matter of course, we maintain good stocks of cleaning and care home products, as well as food supplies, and are in daily touch with our key suppliers. There are also strategies to source alternative products, if required.

What are your plans to maintain staffing levels during an outbreak?

At all times we will endeavour to staff the homes to the best of our ability and appropriately, notwithstanding the COVID-19 coronavirus. If any member of staff becomes ill they will self-isolate and recover at home. If necessary, we will source additional temporary staff (risk assessing them to ensure that they are virus-free) and follow our strict cleaning protocols and no non-medical visitor policy. We will also keep in close contact with our local health protection team (part of Public Health England) and follow their advice/government guidelines. Our aim, as always, is to minimise any impact on residents.

What if my relative contracts COVID-19 – what are the procedures?

If a resident develops the virus we will immediately isolate them and seek guidance from medical professionals and the Department of Health/PHE. Our priorities would be to care for the resident concerned and to protect other residents from contracting the illness.

Will your staff wear masks?

We will follow government guidelines and implement the wearing of face masks as and when appropriate. Public Health England (PHE) maintains that the best way to reduce the risk of infection is to practise good hygiene and avoid direct or close contact (within two metres) with any potentially infected person.

Do you plan to start using testing kits?

The ability to test for COVID-19 is incredibly important, to allow us to apply the appropriate policies on an individual and case-by-case basis. The Government have recently announced

that testing will be available for all residents in care homes. However, we are awaiting direction from PHE, who are putting processes in place to enable this to be undertaken. We are working closely with all Authorities to implement the necessary actions to ensure a safe, caring and effective environment. Currently there is a substantial backlog of requests to satisfy because of massive demands for tests.

Will activities for healthy residents continue?

A varied programme of activities is essential for our residents' health and wellbeing. However, these are extraordinary times and residents must be protected as much as possible from infection by COVID-19. We have suspended visits by outside entertainers and fitness instructors until further notice. Any resumption at a later date will be in accordance with government and advice from Public Health England. Although trips out have also been suspended, we are continuing to offer activities, such as arts and crafts, cake decorating, bingo and puzzles, that are normally organised in-house.

Will you change/intensify cleaning procedures?

We have strict cleaning protocols in place at all times, and these are subject to regulatory and statutory requirements. However, we have issued extra guidance for staff and have already increased the frequency of the cleaning of core communal areas including doors, door handles, handrails, bathrooms, dining tables and chairs and kitchen facilities.

Will GPs continue their rounds at the home?

We will continue to work closely with our local doctors and NHS professionals, and be guided by their expertise. We will ensure that all residents have contact with a GP as and when required.

Will my relative be able to attend routine hospital appointments?

The NHS has suspended all non-urgent operations as of 15 April and we are currently unsure about any impact of COVID-19 on routine hospital appointments. However, we are in regular contact with health professionals and are monitoring the situation carefully.

My relative is bed restricted and relies on visits from his/her family. What happens now that we are unable to visit?

Your relative will continue to receive a high level of care 24/7 from our dedicated team of carers and nurses. We will keep you fully updated on their health and wellbeing and can support them in speaking with you on their mobile phone, if they have one, or one of the home's phones/tablets. If that is not possible, we will give regular wellbeing updates by phone to those residents' relatives.

Will you continue to take in new residents?

Yes, we will continue to take in new admissions providing swabs are tested negative. In addition to undertaking standard procedures to assess prospective residents' support needs, we will complete a risk assessment for COVID-19, with the support of our NHS and local authority colleagues. We are working in a wider multi disciplinary team with Cornwall Council and the NHS to enable the hospital acute units to treat the most serious of cases.

Will we be informed as to which resident/s is/are in isolation?

Due to confidentiality and GDPR law, we are unable to disclose this information.

Can my relative come into close contact with an isolated person?

Our strict infection control measures make contact between isolated and non-isolated residents highly unlikely.

Can we bring our relative home?

Unfortunately, due to the lock down and infection control restrictions this is not possible.

Will my relative be moved to hospital if ill?

Transfer to hospital may not be offered if it is not likely to benefit the resident and if palliative or conservative care within the home is deemed more appropriate. The wellbeing of our residents is our absolute priority and we will always seek guidance from GP's, PHE and other local authority colleagues as appropriate.

What are the arrangements for visiting relatives who are at the end of life?

We will be in touch with you if we believe that your relative is nearing the end of his or her life. We will then arrange for you to visit your relative, but this will be by arrangement only as you will not be able to visit the home without an appointment.