

## CORONAVIRUS UPDATE

### Updated position 7 May 2020

As we come to the end of our sixth week of the UK Covid-19 lockdown, we wanted to provide you with an update on the actions we have been taking, and continue to take, to reduce the risk of infection and spread within our care homes.

At Cornwallis Care Services we are treating the Coronavirus outbreak with the utmost importance and we have developed plans in line with Government and Public Health England (PHE) guidance to try to be prepared for any eventuality, including the event of a coronavirus outbreak at a home. Led by the Executive Team, a central team of Senior Members of staff oversee the development and management of our Covid-19 Plan. They are working closely with our Local Authorities and PHE as we continue to review the ever-evolving situation.

We will seek to ensure that our residents experience as little disruption to their day-to-day lives as we continue to implement our contingency plans. This includes equipping our staff team members with the knowledge they need to deliver high-quality care, safely and effectively by providing the most current PHE advice and putting in place our Enhanced Infection Control Procedures.

### Safe care for residents and staff

As we are sure you will understand, the situation is extremely fluid and changing on a daily basis. Where residents are tested by public health and are identified as having a positive test result – our care and nursing teams will take all the necessary measures in line with PHE's stringent guidelines to ensure the continued care and safety of all of our residents.

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.

As you might expect, we have indeed had residents and staff members who have tested positive for the COVID-19 virus. We care for just over 300 residents in our Homes and have over 400 members of staff. We currently have residents with positive Covid-19 in Addison Park x 2 cases, Meadowbrook House Nursing Home x 1 case and Rivermead View x 6 cases. All other homes have negative Covid-19 status. We understand this will be an anxious time for families of residents at these affected homes, but I would like to reiterate that stringent control measures are being undertaken to minimise the risk of infection. Please be assured that if the situation for your relative changes, you will be contacted by our team, as soon as possible, to update you.

All of our teams are trained to the highest standard in Infection Control Measures. They are following enhanced hygiene procedures within the home, including guidance from PHE which states that regular and stringent handwashing for everyone, alongside the use of Personal Protective Equipment at all times, is of vital importance in the prevention and control of infections.

All our homes have an Infection, Prevention and Control Key Person, who reinforces messages of excellent personal hygiene for staff and makes sure that they have all the latest updates.

In addition to following all the latest Government guidance, at CCSL we have implemented extra measures to ensure that we are providing a safe environment for residents and staff. All residents in our homes are having their temperature checked regularly to allow for early detection if somebody is unwell. If a resident, displays symptoms or is confirmed to have the virus, they are cared for in their rooms, away from other residents, by our staff using the appropriate personal protective equipment. All of our staff have access to the full range of Personal Protective Equipment as set out in the guidance we receive from Public Health England, and we remain well stocked and supplied. In addition to this, on arrival for their shift at the home, staff members are being asked a series of health screening questions about their own health and that of their family, as well as having their temperature checked before having contact with residents. With enhanced health checks and excellent standards of personal and environmental hygiene, we are working hard to keep your loved ones as safe and healthy as we can.

Our housekeeping teams are also playing a key role. They are ensuring that our homes are kept thoroughly cleaned and disinfected, paying particular attention to the frequently touched surfaces and objects. All staff members are changing into uniform in the home prior to commencing duty and then changing back into their outdoor clothes before leaving to go home.

## Visiting & Communication Policy

The health, safety and wellbeing for residents and staff members must be our primary concern and following Government advice, we continue to implement a stop to all non-essential visits to CCSL Care homes until further notice. Vital visits from healthcare professionals continue as normal, with any visitors having to adhere to our strict visiting protocols.

Where there are exceptional circumstances for a visit, these will be carefully considered and discussed to ensure that safeguarding steps can be taken to protect residents and staff.

Our staff are doing all they can to ensure that life in our services remains as comfortable and sociable as possible and we continue to use video calling via WhatsApp (by appointment) to support residents to maintain contact with their loved ones throughout

this period. However, as I am sure you can appreciate, we are experiencing a much higher number of calls than usual. As the day-to-day care of your loved one is our main priority, this increase in calls may result in you experiencing difficulties getting through at times. We apologise if this is the case and thank you for your patience.

As explained in our update of 9 April, we would ask that you follow 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.

## Life in our homes

Though we have had to close our homes to visitors, you can rest assured that the day to day life within the homes continues as normally as possible, with close attention to infection control measures and following all the latest Government guidance. Appropriate entertainment and activities, excellent meals and hydration, quality care are all delivered as usual. You can see celebrations and activities via our Facebook page <https://www.facebook.com/CornwallisCare/>

The CCSL team would like to take this opportunity to thank you for all the wonderful support and understanding that we have received from so many relatives and loved ones of the residents we are privileged to care for. And, as usual, a massive thank you for the dedication and hard work of all our staff members. One of our core values is that each and every employee, is important and this has never been truer.

Stuart Clarkson  
Managing Director