

26 June 2020

Coronavirus Update

Relative visits to our homes

While we appreciate the importance of family visits, our first priority must remain the safety of residents, colleagues and visitors in our homes. We are very mindful of the reported increase to the R rating in the South West, and to suggestions that there may be a second wave of infection as lockdown restrictions are loosened and want to do all we can to minimise this risk in our homes.

We are exploring options for easing restrictions to enable relatives or close friends to visit with their loved ones in ways that adhere to current Government guidance and protect both visitors, residents and staff teams.

The Government has announced that from 6th July, homes free from Covid-19 for more than 14 days can start to accept visitors. We are proud to announce that Cornwallis Care Services have been Covid-19 free for a great deal longer than the 14 days specified, and we are working to facilitate visits to take place in designated outdoor areas.

We need to put a number of additional measures in place to ensure these outdoor visits take place safely, for both residents and families. We recognise that many of these will be difficult for families who have not seen their loved one for some time, but we believe they are vital in protecting your loved ones.

Full details of how your visit will be managed will be provided by the home manager as each home is ready to accept visitors. ***Please keep in mind that until advised by your home manager, current visitor restrictions will remain in place.***

- ALL visits will need to be pre-booked to enable us to manage the safety of residents and their visitors by limiting the volume of people at the home during any one time, as well as support additional cleaning between visits. ***Please note that if a booking has not been made, you will be turned away.***
- Visits will be limited, initially, to 30 minutes duration.
- Only two family members will be allowed per visit and children cannot be allowed at this point in time.
- You will be asked some health screening questions at the start of your visit. You will also be asked to use the sanitising gel provided and will have your temperature taken. ***If you are showing any symptoms which could indicate coronavirus, please do not travel to the care home as we will need to refuse entry.*** As you will be aware, these symptoms include a raised temperature, a new and persistent cough, a loss of taste or smell and generally feeling lethargic and unwell.

- Visitors will be required to wear a face mask for the duration of their visit. Masks can be provided if you are unable to bring your own.
- Social distancing measures will remain in effect, which means a no touch approach during visits. This extends to hugging, hand-holding or kissing.
- In line with Government guidance, visitors will not be able to use facilities such as refreshments or toilets (unless for emergencies).

We will obviously do all we can to facilitate these important meetings, but the wellbeing and safety of your loved ones remains our top priority. There may be times when meetings have to be postponed due to poor weather or unforeseen circumstances.

Thank you

Finally, we would like to say a very public thank you to our colleagues who have worked tirelessly in the last few months to provide exceptional levels of care under challenging circumstances. We are exceptionally grateful for the commitment and dedication of our teams.

We would also like to thank the families and local communities that have supported our Homes over the last few months. Many of our homes have received cards, gifts and other messages of support which have been invaluable in motivating our teams to continue working through these challenging times. Your kindness and generosity have been greatly appreciated.

Stuart Clarkson

Managing Director