

## 3 August COVID-19 Update for families

Our homes have now been open to external visits for 4 weeks, and we are pleased that so many of you have been able to meet face-to-face with your loved ones. We know how important communication between residents, friends and family is. However, whilst we have eased our visiting restrictions recently, our priority must remain with the health and safety of our residents and staff, so the re-introduction of internal visits to the Homes will not be happening within the near future.

On 22 July, the Government produced further guidance for 'visiting arrangements for care homes', which can be found on the [www.gov.uk](https://www.gov.uk) site: <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>

In light of these new guidelines we have amended our current visitor policy and procedure, which is included with this letter for your information.

As advised by the Government, we are closely monitoring the relevant local infection and growth rates. As of 31 July 2020, the South West recorded an R rate of between 1.04 and 1.38, the highest in the country at this time. This, along with a regional influx of holiday makers throughout August, is of concern for us and we would like to forewarn that we are highly likely to be reinstating visitor restrictions in the very near future, if current trends continue.

**Notice of any restriction will come directly from your Home Manager.** Please ensure that they have your most up to date contact details.

In the meantime, we would like to remind you of our current communication and visiting procedures.

### Keeping in touch with loved ones

All of our homes are set up for video calling via WhatsApp to enable you to keep in touch, and we would encourage you to use this method and/or telephoning as your main method of keeping in touch with your loved one.

#### Facebook

You can also follow the activities and news from each of our Homes via our Facebook Page, which remains updated weekly.

#### To call by landline

We will always endeavour to be at the end of the phone and will do all we can to facilitate a telephone conversation between yourself and your loved one. However, please note that during busy times, usually at the start and end of day and around mealtimes, we may find it difficult to

answer all calls, and would ask you to avoid these times if at all possible. The landline numbers are as follows:

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

#### **Video Calling**

If you wish to make a video call, it would be helpful if you could make prior contact with the home via 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 name of the home @cornwalliscare.com (eg [trewidden@cornwalliscare.com](mailto:trewidden@cornwalliscare.com))

The Whats App phone numbers for the Homes are:

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

This number is 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>

### Face-to-face meeting

If or when a face-to-face visit is preferred, we ask that you follow the procedure explained below:

- **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 are limited to a maximum of **one visit per week per resident**.
- All visits will take place outdoors, so may be subject to cancellation or postponement at short notice due to adverse weather conditions.
- **Closure:** In the event of an outbreak in the home, or evidence of a community hotspot or outbreak, we will ***impose visiting restrictions with immediate effect***, to protect our residents, staff and visitors.
- **Transport:** In the latest guidance from the Government, visitors are encouraged to walk or use their own transport to the home, avoiding the use of public transport.
- **Duration:** Visits will be limited, to 30 minutes duration.
- **Gifts:** We understand that you may wish to bring a gift for your loved one, but the latest guidance from the Government stipulates that any such item should be able to be easily cleaned by the care home to prevent cross contamination. We ask that any gifts you wish to bring comply with this guidance. E.g. a box of chocolates would be able to be wiped clean, but a bunch of flowers would not.
- **Number of visitors:** Only two family members will be allowed per visit and children cannot be allowed at this point in time. (The Government have advised that this is limited to a single constant visitor per resident, but at present we feel we can retain two family members per resident – however, this may be subject to change should it become necessary).
- **Screening:** 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.
- **Test and Trace:** In line with test and trace guidance, you will be asked to provide a contact number and/or email address.
- **PPE:** All visitors will be required to **wear a face mask** for the duration of their visit. We ask that you provide your own masks wherever possible, to prevent using our stock reserved for staff and residents. However, a mask can be provided if you are really unable to bring your own.

- **Social Distancing:** Social distancing measures will remain in effect, which means a **no touch** approach during visits. ***This extends to hugging, hand-holding or kissing.***
- **Access to the Home:** In line with Government guidance, visitors will not be able to use facilities such as refreshments or toilets (unless for emergencies). At no time during your visit should you enter the Home.

We are very aware that not all our residents and family members are able to meet under these guidelines and are currently risk assessing and working on providing guidance for potential visits to take place for these individuals as and when it becomes safe to do so.

## Thank You

We are aware that this is a very difficult time for everyone and that these strict rules and procedures make communication and connection with loved ones difficult. However, we are all working together to ensure the health and safety of our communities and appreciate the support and cooperation shown at this time.

If you have a question/concern about our Infection Control procedures, we ask that you telephone the Home Manager or contact Head Office on 01736 798700. Please do not raise your concern with the care staff on the floor. Their priority is with the care and safety of our residents and should remain unhindered.

Stuart Clarkson

Managing Director