

Restricted Visiting Update – 21 October 2020

Thank you for the sacrifices you have all made to help keep your loved ones safe. We must continue to take action, to minimise the spread of Covid-19.

Throughout this pandemic, Cornwallis Care Services has acted early and decisively, which has allowed us to minimise the spread of infection in our homes. Since closing to all but non-essential visiting on 25 September, we have been closely monitoring local and national developments and risk assessing our homes individually for the possibility of facilitating 'restricted' internal face to face visits.

Following our 3 weeks review, we find that 'Virtual Visiting' remains the safest way to stay in contact with your family and friends at this time. All our Homes are set up with WhatsApp video calling to enable online face to face meetings and we also encourage maintaining regular telephone contact. Please contact your individual Home for more information about this.

Each of our Homes have designated Wellbeing Coordinators who work hard to ensure the continuity of a varied activities programme within the Home. The individual monthly activity programmes can be found on each Home's page on our CCSL website <https://www.cornwalliscareservices.co.uk> and you can see regularly updated photographic records of a number of these activities on our Facebook page <https://www.facebook.com/CornwallisCare>.

However, Cornwallis Care Services is dedicated to providing person centred care and appreciate that there will be individual 'exceptional' times when the above method of staying in contact is no longer appropriate, for example: if your loved one's mental health deteriorates, or if they are approaching end of life. In these circumstances, **the Home Manager will contact you directly and we will do all that we can to facilitate a COVID Secure face-to-face meeting.**

Despite the local COVID-19 rates of infection remaining relatively low, in comparison to the rest of the country – as of Fri 16 October cases in Cornwall had risen from 171.6 (31 August) to 315.5 per 100,000 – national rates are starting to rise rapidly and local schools are starting to see increases in the number of confirmed cases amongst staff and children.

Due to the increasing risk and the added factors of winter-based illnesses, any face-to-face meetings inside of our Homes must be managed on an **individual case basis**, fully risk assessed and follow some key health and safety guidelines, as follows:

- The visits will be restricted to **one** family member per resident and this should remain the constant visitor (should other meetings be necessary)
- Whilst we appreciate the importance of seeing your loved one face to face, we ask that if you are travelling from an area where the number of cases of Covid is high, that you consider whether it is safe to visit the home.
- In the event of an outbreak in the home, or evidence of a community hotspot or outbreak, we may have to **cancel the meeting with immediate effect**, to protect our residents, staff and visitors.

- We ask that you avoid using public transport, as your mode of attending the meeting.
- Visits may be limited to 30 minutes duration.
- As you are entering the Home, you will be required to wear **FULL PPE for the duration of your visit.**
- 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.
- Social distancing measures will remain in effect, which means a **no touch** approach during visits.
- In line with Government guidance, visitors will not be able to use facilities such as refreshments or toilets (unless for emergencies).
- 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.

All visits remain at the discretion of the Home Manager.

Family visits will be regularly reviewed, and remain dependent on a number of factors, including the individual Home having no suspected or positive COVID-19 cases, the local rate of infection remaining low and on Government updates. Face to face visits may be closed/cancelled at short notice for the safety of everyone.

We understand that this continues to be a difficult time for everyone, but these measures are important in protecting the people in the home that you're visiting.

Thank you for your continued understanding and support.

Stuart Clarkson
Managing Director