

Covid Advice

Following the Prime Minister's announcement of the third national lockdown we once again found ourselves in the position of needing to review our visiting policy.

This is not the way any of us would wish to be starting 2021 – but we want to reassure our families that despite these tougher national restrictions, we will do everything we can to ensure they stay connected with their loved ones living within our homes.

Keeping the people living and working with us safe is always our key priority, and with much higher levels of transmission and hospitalisation being reported in our local communities.

Providing there is no outbreak within the care home (in which case visits are suspended until 28 days clear of the last case) we are enabling covid secure visits using additional PPE, rapid swab testing for visits and secure Perspex screens.

We will of course, continue to support in room visits for end-of-life care or other exceptional circumstances, making use of infection control measures, and providing PPE and undertaking rapid swab testing.

The technology which helped us keep you connected during 2020 will continue be put to full use, with video calls providing a key means for families to see and talk with each other regularly. We know this makes a big difference, alongside other forms of communication including phone calls, letters, and emails.

While the requirements of this new lockdown are akin to those set out by the Government for the first lockdown back in March, the difference now is that virus tests are now widely in use and, crucially, that all of our nursing and care home residents (and many staff) have received first dose of vaccines.

We will continually review our visiting policy within this ever-changing COVID landscape, and keep you updated at every stage. With the continued efforts of our brilliant staff, the ongoing support of our families, and the hope provided by the vaccination to urge us along, we know we will get through this, protecting both the physical and the emotional and mental health of everyone living and working with us.

Compassionate visits

Individuals who move into our care homes to receive professional care at the end of their lives due to critical health conditions; in these extreme cases we can arrange compassionate "in-room" visits for close family members. Compassionate visits are really important for the individual and their families, therefore we do everything that we can to help you get the most out of these visits in the safest possible way.

There will always be exceptional circumstances where a in room visit is necessary- please speak to the service manager if this affects you or your family member.

Virtual visits via video

We are mindful that some of our relatives might be shielding themselves or find it difficult to visit their loved one in person for a number of possible reasons; in these cases, we can arrange virtual visits or telephone calls if video calls are not suitable.

Essential professional visits continue

Regrettably, anyone visiting the home without prior agreement will be refused admission. Our home managers have also been asked not to admit anyone displaying symptoms of Covid-19, and we ask you to cooperate with them in this regard."