

Wessex Care Covid-19 Statement  
Monday 16<sup>th</sup> 2020

Wessex Care will remain open to admissions and discharges as requested by the Department of Health & Social Care in support of Hospital patient flow and community care requirements. All admissions and discharges will be screened before entering our buildings and before leaving.

All Wessex Care staff have been instructed to complete specified Covid-19 training, this training explains the virus and symptoms of the disease and also provides practical demonstrations of hand hygiene, application and removal of PPE and practical strategies to help prepare and mitigate the impact of Covid-19.

Cleaning and decontamination process have been heightened in all services.

Visitors – non essential

The following visitors to Wessex Care homes and head office are now cancelled and not permitted to visit until further notice:

- Routine non critical servicing
- Non critical Inspections [ref: CQC statement of changes to their approach during this period]
- Entertainers
- Activity workshops
- Intergenerational Workshops
- Trainers
- Health and Social Care Colleagues [virtual / conference call contact only]

Essential Visitors

- Medical rounds will be carried out via skype or telephone as and when agreed by the Directors. MDTs should be virtual where ever possible. Any other necessary visits by any other professionals to the homes will be risk assessed by the directors and health care colleagues. Please do not just turn up as refusal can cause unnecessary and avoidable offence. Emergency services will of course have full access as required.
- All essential visitors must not wander the building and must remain in specific pre agreed areas.

Deliveries to the homes are to be left outside of the building and disinfected before the delivery is brought into the building.

All meetings within the homes and head office are now cancelled – this includes R&R meetings, staff meetings, MDTs, training sessions etc.

Family and Friends

As from Monday 16<sup>th</sup> of March nobody will be permitted entry into Milford Manor until further notice, unfortunately due the nature of the residents if a visitor who was carrying the COVID-19 virus transmitted it to one of our residents we would not be able to contain the virus in the manner that we are able to in our other homes. Please feel free to call and speak to your loved one or arrange a skype call during this period of time.

Most providers are and have stopped all visitors but we are aware of how vital family and friends contact is. So the following plan will be implemented from Monday 16<sup>th</sup> 2020 at Kimberly East & West Care Centres, Castle View Nursing Home and Holmwood Residential Home.

- Family/Friends are permitted to visit once every 7 days.
- Visiting times will be 14:00-16:00 seven days per week
- You will need to contact head office on 01722336933 to book a visit as we need to reduce the amount of visitors at any one time.
- Staff will take your temperature before you are allowed in the building and if you have a raised temperature you will not be permitted access.
- If you have flu or cold like symptoms you will also not be permitted access
- You will be asked to sign a log which states you have not had any flu/cold like symptoms for 14 days and have not knowingly been in contact with anybody that has.
- When visiting your loved one this must be conducted in their bedroom. You will not be permitted access to any other part of the building. If you need assistance use the nurse call, do not roam the building.

We advise everybody to reduce and or stop visiting all together where possible as it is you and/or our staff who have the potential to bring this virus into our homes where we care for highly vulnerable people. You will not be granted access to the home if you have not arranged a visit at head office on 01722 336933. Please do not visit the head office, phone or email only.

In the event that a resident was to contract COVID-19 no visitors would be permitted into the building.

Special visiting arrangements will be made for any of our residents receiving imminent palliative care.

In the extreme circumstances that a large number of our staff team are unable to attend work due to the spread of the virus we will be contacting family members for assistance and those who are able to help will receive full infection control training and be treated as one of our staff.

#### Other Points of Action

All resident outings are cancelled until further notice.

All staff gatherings are cancelled until further notice.

Activities sessions run by staff will continue within the homes and be very focused at keeping the resident's active and lifting their spirits.

Our internal post system will stop – fax and email will be used where possible.

Staff will remain in the homes they are assigned to reduce gross contamination – staff will only be moved to other homes if told to do so by Director level only.

Senior management & maintenance will distance themselves from the homes and work remotely so they are available to support during high pressure staffing times.

## All Staff

In support of our professional responsibilities to our residents and community customers and our professional code of conduct, all staff are strongly advised of the following:

- Cancel all travel plans
- Keep contact with others outside of work to a minimum
- Do not attend any events where there will be large gathering of people such as parties, clubs, pubs, festivals, concerts etc.
- Advised where possible to work and then go straight home, minimise socialisation outside of work. Use online shopping.
- Boil wash all clothing – all clothing to be clean at beginning of each shift
- No jewellery to be worn at work
- No false nails or nail polish
- Coats and handbags to be kept away from all communal areas and disinfected on arrival.
- Shoes to be disinfected upon arrival
- Shower/bath and wash hair after and before work
- Temperature will be taken before being allowed in the building
- Staff will be self-isolating for 7 days if any sign of cold or flu like symptoms – this will continue for a further 7 days if the symptoms worsen or persist.
- Hands to be washed upon arrival and continuously throughout the day
- Alcohol foam/gel to be used throughout the day.
- Continue Infection Control Procedures as normal and trained to do so.
- Further precautions such as the use of face masks will only be instigated as required as this is very daunting for our residents and as per Public Health England advice are most effective when worn by the individual who is showing signs of the infection.

## Community Work

Visits will continue as normal with staff taking the precautions as detailed above.

All cars will be disinfected before and after shifts.

Clients will be helped to disinfect areas of their home where visitors regularly are.

Non-essential visits will be stopped if required.

Remember if you are healthy and below 65 you can be a carrier with mild symptoms that could give our vulnerable residents the COVID-19 virus which can lead to death. Please help us to protect our residents and your loved ones.

You should expect these arrangements to remain in place for a period of 10 to 14 weeks.

Matthew Airey Managing Director  
Pauline Airey Clinical Director  
Jodie Scott Operations Director  
Christian Airey Business Director