

OUR APPROACH AND GUIDANCE TO DEALING WITH THE UK CORONAVIRUS (COVID-19) OUTBREAK

The health, safety and wellbeing of our Residents and Staff are always our top priorities. We are therefore taking comprehensive action to prepare for and respond to the growing Coronavirus (COVID-19) outbreak in the UK.

Please read on for our latest advice about the steps we are taking at our Home. This information is intended for our Residents, Staff, and any visitors.

For comprehensive information about the Coronavirus itself, please visit either the Gov.uk or NHS websites, or call NHS 24 (**Scotland only**).

Websites below (updated daily):

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Information on self-isolation can be found at:

https://www.publichealth.hscni.net/sites/default/files/2020-02/COVID-19%20Self-isolation%20270220_0.pdf

BEFORE VISITING THE HOME

Our Home remains open to visitors, although we are taking steps to minimise the risk of infection to our Residents and Staff. This is therefore under continual review.

Before visiting the Home, please consider the following:

- **Is your visit essential?**

We are currently advising visitors to only enter the Home if it is really necessary to do so. If you can delay your visit or achieve its purpose via another method (i.e. through a phone call or video call) please do so. We are looking to increase the number of lines and telephones available in our Home and to increase the use of our video calling facilities.

In anticipation of UK Governmental policies changes, it may be the case that we lock down our Home irrespective of any localised outbreak – we would ask our visitors to be understanding of this possibility.

- **Are you currently feeling unwell?**

Please do not visit the Home for any reason if you currently feel unwell, particularly if you have a cold, cough, a fever or high temperature, or have shortness of breath.

- **Have you recently been abroad or been in close contact with someone who has?**

Please do not visit the Home if you, a partner, a dependent or someone you have had close contact with has recently returned from a Category 1 or Category 2 country, as defined on the NHS website – see details at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

If you are unsure whether you should visit, or if there are exceptional circumstances that mean a visit is necessary despite the conditions above, please speak to the Home Manager before visiting the Home.

HOW TO SAFELY VISIT THE HOME

Having considered the information contained here, if you are still planning to visit the Home it is important that you do so safely and in a way that minimises the risk of infection to our Residents and Staff. **Therefore, before visiting and whilst on site, please consider the following:**

- **We have introduced a simple questionnaire for all our visitors to complete when attending the Home** – this will allow us to better protect our Residents and Staff, we thank you in advance for this inconvenience.
- **Hand washing.** It is important that you wash your hands thoroughly before you visit, and regularly whilst you are at the Home. Please make sure you wash your hands for a minimum of 20 seconds, using either hot water and soap or 60% alcohol sanitiser gel. The NHS has a video guide to effective handwashing (see below).

Video: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

- **Coughs and sneezes.** We understand there are many reasons why someone may have a cough or sneeze. However, whilst visiting the Home please make sure you have a tissue on you at all times so that you can catch a cough or sneeze. Please then immediately dispose of the tissue in the bin. **Remember – Catch it. Bin it. Kill it.**

PROTECTING OUR RESIDENTS AND STAFF

Please be assured that we are treating this matter with the utmost seriousness and contingency plans are in place in the event of a Coronavirus outbreak at the Home.

However, it is important to bear in mind that every year the Home routinely prepares to respond to infectious diseases, including a severe flu outbreak, and therefore, whilst this illness is new, it is very much business as usual for how we safeguard the health of our Residents and Staff.

In response to the growing UK Coronavirus outbreak we have created a dedicated steering group. Led by our Managing Director, this group comprises our senior leaders from across the business who regularly review and further develop our plans, reflecting the evolving situation.

All of our Staff have been informed of the steps we are taking and how they can help prevent the spread of infection.

The Steering Group will continue to meet regularly and will be monitoring and reacting to the latest guidance issued by the UK Government and Devolved Administrations, the NHS, and public health bodies.

This document will be updated to reflect the latest information and advice regarding any additional steps we are taking to protect Residents, as and when this is required.

If you have further questions, concerns or need additional guidance, please call the Home Manager on 01475 731 308.