

COVID-19: AN UPDATE

30th June, 2020

A message from our Managing Director, Victoria Weller.

The country is emerging, very tentatively, from its lockdown, but the safety of our residents and staff, and their loved ones, remains our priority. I wanted to update you all on where we are and how we are working hard to keep everyone safe.

We closed our homes to non-essential visitors on 12th March 2020.

This was far earlier than government advice mandated, and we are certain that this decision has saved lives and prevented the spread of Covid-19 within our homes. Our homes remain closed to all but essential visits for medical reasons. Most GP surgeries are undertaking consultations using phone or video calls, which is working very well.

We have only allowed admissions from hospitals into the home where a clear Covid-19 test result has been received and we ask all new admissions to isolate for 14 days.

It is our responsibility to safeguard the people in our service and we insisted from the outset on a clear test result being confirmed for all new admissions from hospitals. This was a very important decision for us; one that we didn't take lightly. We are relieved that the Government has now updated their policy, and all hospitals are required to carry out a test as standard prior to discharging a patient into a care home.

We continue to work tirelessly to source PPE for our staff and have never run out or been short of PPE.

We have, and still do need almost endless supplies of masks, gloves and other PPE to keep everyone safe and protected. Our staff started wearing masks in our homes from 4th April. This has been very hard going, especially in the hot weather, but we know it is the right thing to do. We have been committed to ensuring all staff have the correct equipment to safely support and care for residents.

Our local communities have come together to help us.

Local colleges, businesses, voluntary groups, clubs and members of the public have helped us in many ways since we went into lockdown. From donating face visors and making wash bags for staff uniforms, to sending us kind messages and gifts we have been extremely lucky to be so highly thought of by our local communities and couldn't have done it without you.

We have introduced 'visitor pods' at our YHL homes.

The purpose-built pods comprise of a weather-proof outer shell and integral, clear plastic wall, which allow people to see one another face-to-face while adhering to social distancing. There are two separate entrances for residents and their guests, too. We have had really positive feedback from residents and visitors, and we are so pleased to be able to facilitate reunions while keeping a physical barrier to reduce the risk of the spread of infection.

We are welcoming new admissions.

We would like to reassure prospective residents and their families that we are happy to accept new admissions into our homes, and can support people with a virtual tour of their room ahead of them coming in. We can also organise virtual introductions to some of the residents and our staff, who will



happily discuss home life. We appreciate that the decision to move, or seek out a care home during such unprecedented times is a daunting one. Your safety, wellbeing and ease are our priority, and we will accompany you every step of the way.

Thank you to you all.

Finally, we would like to extend a huge thank you to our staff members, residents' family members and friends and the wider community for your patience, support and assistance throughout the last few weeks. Your words of encouragement have meant everything to us as we navigate uncertainty, and we're tentatively, and optimistically looking forward to the future and being able to welcome you all with open arms again soon.

We hope you are keeping safe and well. Please do contact our homes individually if you have any questions or concerns.

Victoria Weller
Managing Director
Your Health Limited

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