

## **COVID-19: AN UPDATE**

### **30<sup>th</sup> March 2021**

A message from our Managing Director, Victoria Weller.

The country is emerging, very tentatively, from its latest 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 have reopened our homes to allow one 'named' person to visit .**

This was following government advice, which we support to enable people who live in our care homes to receive one named visitor. The visits follow strict adherence to a number of control measures to keep everyone as safe as possible, this includes temperature checks, hand hygiene and a rapid flow test.

### **We have regular testing of staff, residents, visitors and contractors**

All staff have 3 covid-19 tests a week to ensure that they are free of the virus. Two tests are rapid flow tests, which give results in 20 minutes and one test is a 'PCR' test which takes upto 48 hours for the results to come back. Residents receive a test every 4 weeks, but more often if we detect a potential case at the home. Named visitors for residents are tested prior to entry into the home, and we also use rapid flow test kits where contractors and other visiting professionals need to enter the premises.

### **We are (nearly) all vaccinated!**

Almost every resident and most staff members in the group have received their first dose of the vaccination and many have now had their second too. We are so pleased to see such a high uptake of the vaccine amongst our staff.

### **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 difficult at any time, and we understand and are with you every step of the way.

All new residents are tested prior to admission and are asked to isolate for 14 days in their new rooms. We support new residents with extra room visits during this time, and also support and encourage video calls with loved ones, which we are happy to help out with.

### **We have a regular supply of a range of PPE and have stocks if there are disruptions to supplies in the future**

Our staff have worn masks in our homes since 4<sup>th</sup> April 2020, they wear them throughout the entire shift, only removing them when they are on a rest break and socially distanced from anyone else. We are committed to ensuring all staff have the correct equipment to safely support and care for residents.

### **We have homely visitor pods/ rooms at all of our YHL homes.**

The purpose built visitor pods/rooms have a separate entrance for you to use, are fully heated and have a floor to ceiling glass screen, with an integrated intercom system. This allows for you to see your loved one without the need for a mask, so is perfect for people who are unable to wear a mask but still wish to visit their loved one at the home.

### **Thank you to our amazing staff**

Finally, I would like to extend a huge thank you to our staff for their tireless commitment and dedication to the people who live in our homes. You are all just fantastic people and you always put the people we care for at the forefront of everything you do- Thank you

We hope you are keeping safe and well. Please do contact our homes individually if you have any questions or concerns. Alternatively, you can email [co@yourhealthgroup.co.uk](mailto:co@yourhealthgroup.co.uk) if you have a general enquiry about our services.

Victoria Weller  
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Your Health Limited

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