

Coronavirus Information

The health and safety and wellbeing of our Residents and Staff are always our top priority. We have therefore put in place robust and comprehensive contingency plans to prepare for, and respond to, the coronavirus outbreak in the UK.

As advised by the Government and as we move to the next stage of our plans to support our residents and staff during this period of uncertainty with coronavirus COVID-19. Our home managers are already well versed in infection control and have clear processes in place to prevent and contain infections among both residents and team members. However, we are not complacent about the coronavirus outbreak or the potential risks it may pose to our those who are vulnerable.

Protecting our Service Users and Staff

We are asking for your help and support as we are asking that we have no visitors, except the professionals involved in our service users care to enter our homes. We have not taken this decision lightly, but we know our visitors, including relatives and loved ones, would want us to do everything possible to keep Service Users in our care safe and well.

Please do not attempt to arrange a visit to any of our care homes for any reason if you currently feel unwell, particularly if you have a cough, a fever or high temperature, or have shortness of breath, or if you have been in contact with someone who may have Coronavirus.

Where there are exceptional circumstances, we may be able to consent to a controlled visit, provided that it has been pre-arranged with the Home Manager to we can ensure that the risks are controlled and minimised. We will still ensure that visits from professionals are made ensuring that they wash their hands on entering and we will be asking all visitors to ensure they have no symptoms and will be taking their temperature before they are permitted to enter our Care Homes.

For comprehensive information about the coronavirus itself, please visit either the [Public Health England](#), [Public Health Wales](#), or [Health Protection Scotland](#).

During your visit

If you are still planning a visit due to exceptional circumstances, it is important that you take every measure to do so safely by ensuring that we work together to prevent the spread of the Coronavirus. Our home teams will confirm your visit with the home manager and will ask you a few questions about your health and any contact with possible sources of the coronavirus before you come into the home.

Wash your hands: Please wash your hands carefully (following NHS guidance) before travelling to the home. Please make sure you wash your hands for a minimum of 20 seconds, using either hot water and soap or 60% alcohol Wash your hands regularly. Please wash your hands carefully (following NHS guidance) before travelling to 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. Additional hand washing stations have been set up at our homes to help visitors wash their hands regularly.

Temperature Checks. Will be carried out upon arrival at the home to ensure any visitors are not running a fever and unintentionally bringing the virus into the home. These are done via

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an ear thermometer which is the most quick, accurate and hygienic approach available. If you have any concerns about undergoing a temperature check, please call the home before you set

Coughs and sneezes. We understand there are many reasons why someone may cough or sneeze. However, whilst visiting any of our care 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.

We want to thank all those in our care, their relatives and friends for their continued support at this time and to recognise and thank all our colleagues for their passion and commitment in delivering care in such difficult circumstances. We know they have the knowledge, skills and resources to minimise the risk that coronavirus presents.

If you have any questions please do not hesitate to contact the Home Manager or email

Rcl@rhodsaccarehome.com