



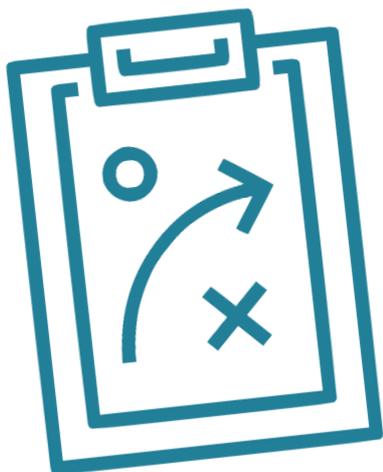
**Moving into an Excelcare home
during COVID-19**



How do you manage COVID-19?

Safety and wellbeing is our priority.

Therefore we keep abreast of all Government, Public Health England and the Care Quality Commission (CQC) updates and guidance on all aspects of COVID-19.



Before the outbreak we produced a range of protocols, plans and procedures. These are kept under constant review and are updated according to official guidance.

Are you still welcoming people into your care homes?



We continue to welcome people to come and live in our care homes during the COVID-19 pandemic.

We continue to work closely with local authorities, hospitals, and general practitioners, and have new policies and procedures in place to ensure safe move-ins to our homes.

When someone is moving into one of our care homes, we have put the following measures in place:

- Anyone moving in must complete 14 days self-isolation after they move in, even if they do not have symptoms.
- In addition, anyone who moves into our homes from hospital must be tested prior to moving in.
- Strict and robust infection prevention control measures will always be followed.

Will my loved one be tested?

As we welcome new residents to move into our care homes, we have clear protocols in place.

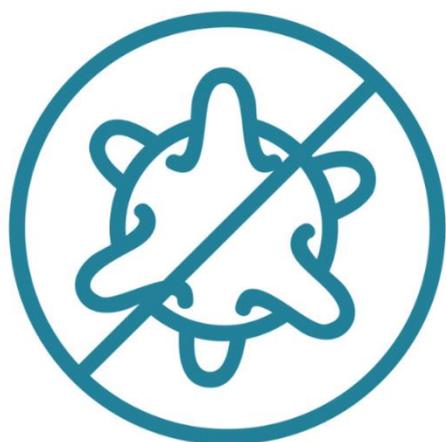
Where possible they will have been COVID-19 tested; and where this is not possible, individuals will be screened for symptoms of COVID-19.



If it appears, from the test or screen, appropriate for someone to move in, they will be required to self-isolate for 14 days. This is for everyone's safety.

Will I be able to visit my relative?

Visits must be planned safely, minimising the risk of infection to the people who live and work there.



At the moment, in order to maintain necessary infection control measures during the current COVID-19 pandemic, visits cannot take place inside our care homes, apart from in some exceptional circumstances.

Each care home has their own protocol based on a local and dynamic risk assessment. For example, some homes have a system for visiting to take place in a dedicated outdoor area, whilst others may offer visits through a window.

We will ask you to complete a Health Questionnaire and a Visitors Agreement before your visit, as part of our risk assessment process.



Where visitors are permitted, entry is subject to strict conditions being followed.

The Home Manager or Regional Director has the right to withdraw agreement at any time without notice.

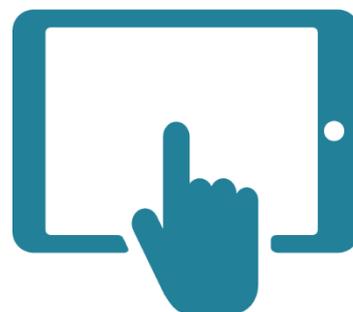
How will I be involved and kept up to date?



Our care homes hold virtual relative meetings using “Microsoft Teams”. Any relatives or friends of the people living in our care homes are welcome to join.

Our Home Managers send out correspondence and updates by email. They will also be happy to speak to you on the telephone or video call.

Each of our 33 care homes have been provided with new technology including tablets and dedicated mobile phones, making it easier for friends and relatives to maintain social contact through phone calls, video calls and online messaging.



We have also produced accessible guidance on the use of tablets and technology. This helps keep the people living in our care homes connected with their loved ones, and helps keep them occupied and entertained during this extraordinary time.

How will you do the care assessment during COVID-19?

If your loved one is in hospital, the hospital may carry out our comprehensive pre move-in assessment – this helps us build a base care plan to work from when the person moves in.



If your loved one is moving in from home, we may carry out a virtual assessment to help build a picture of their needs.

At times, we may engage the help of community professionals involved in your loved one's care.

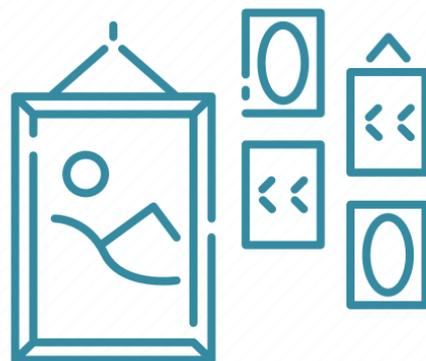
What steps will be taken to ensure my loved one feels safe and welcomed?



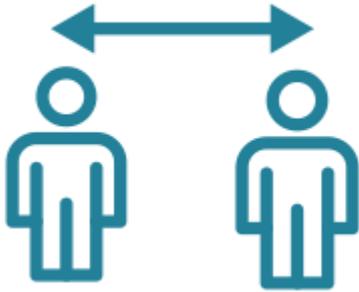
It is a time of change for everyone involved and we will work with you and your loved one to find the best approach to help them settle into their new environment.

The care partnership arrangement is key in sharing as much information about your loved one as possible. This enables a smooth transition.

Small items from home often help with the settling in process - so photo's, trinkets and even the bedside clock can really make a difference!



How is social distancing being observed?



Social distancing is observed as much as possible.

Care homes where people live with dementia are more challenged in maintaining continuous social distancing. This is where our effective infection prevention controls enable us to keep people as safe as possible

Do you have sufficient levels of PPE and proper training in place?

All team members are trained on Infection Prevention Control standards and have completed training in this area including the use of PPE.

To date, no Excelcare home has experienced a situation where PPE was not available. We continue to work with our suppliers to ensure stocks are fully managed.



Find out more

- Go to our website for further guidance on our Covid-19 measures.
- Go to the care home's Facebook page for regular updates.
- Email our COVID-19 helpdesk on covid19helpline@excelcareholdings.com to have the guidance and agreement emailed to you
- Email or call the care home for more information or to ask any questions you may have.



This is new to all of us. We acknowledge that occasionally some arrangements may not go fully to plan. If this occurs, we will do our utmost to learn from this and make any necessary changes.

We appreciate the importance of family visits and aim to enable these visits to take place and to remain in place.

Stay safe!

