

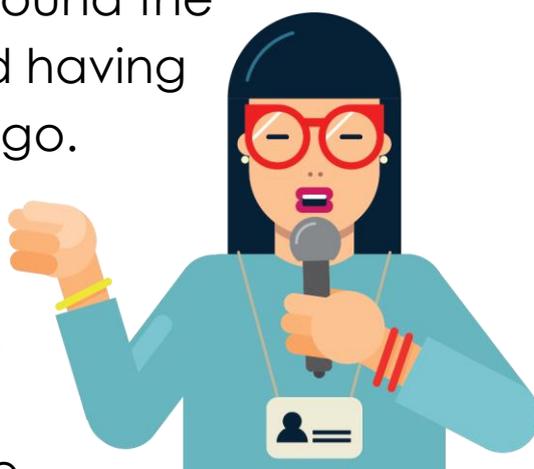
**Viewing our care home during
COVID-19**
A 'How to' Guide



How can I view the care home/can I visit and look around?

Before the COVID-19 pandemic, we welcomed visitors to come in for a tour of our care homes, meeting the team and residents, and experiencing what life is like as they walked around the home, discussing each area and having their questions answered on the go.

Now that visits are limited to our care homes, this process has been affected as well. This is because we have a duty of care, to protect the people who live and work in our care homes, to ensure they remain as safe as possible.



We have put different options in place to help people who are looking for a care home to get a clear picture of what daily life is like at our homes, and all about the services offered.

The following options for learning more about our care homes are now available:

- Calling for a friendly chat with the home manager
- Taking a virtual tour by viewing a video tour, or arranging a live video call with the home manager
- Arranging an outside tour of the care home where possible
- Reading materials can be sent to you, such as brochures and literature

Our friendly team members are happy to answer any questions you may have, or to further discuss our services with you.

How do I choose a room/floor/suite?

The Home Manager will be able to tell you more about the rooms that are available, as well as the area they are located and the people who live nearby within the home, to help you find the right bedroom to best suit your needs, interests and lifestyle.

The Home Manager will also be able to share photos with you or visit the room during a video call to show it to you

How am I reassured that my loved one is going to be looked after by the right people?

Our team members are selected not only for their skills, but for their caring natures, passion and values. All of our team members receive full security checks and training, and have access to appropriate PPE at all times.

Our friendly and welcoming team are on hand to support you 24 hours a day., and we also benefit from regular visits from our local GP's, District Nurses and Primary Care Teams.



Who works at the care home and what do they do?

Home Manager

The Home Manager is responsible for overseeing all aspects of life in the home, run smoothly and making improvements where necessary.

Administrator

The Home Administrator is responsible for all aspects of administration within the home.

Quality Care Managers (Deputies)

Quality Care Managers provide leadership on all issues relating to clinical excellence. Coordinating and coaching staff to ensure that effective nursing and care services are provided, quality standards are continually improved and clinical outcomes are recorded and measured.

Nursing Teams

Our Nurses are passionate about embedding quality clinical practices in line with CQC regulations and our Company policies and procedures, ensuring residents receive outstanding care every day.

Team Leaders

Team leaders organise the management of their shifts and those who are on duty. They will either have an NVQ in Health and Social Care or be working towards it, with a minimum of two years' experience working in a care environment.



Senior Carers and Care Assistants

Senior Carers and Care Assistants deliver care to people under the guidance and instruction of senior team members, considering individual preferences including gender, religion, diversity cultural and linguistic backgrounds whenever possible. Senior Carers have an NVQ in care and care assistants are encouraged to gain this qualification.

Lifestyle Coordinators

Lifestyle Coordinators provide opportunities for meaningful and purposeful activities and outings planned through a structured programme following discussions with people and their families.

Housekeepers

Our Housekeeper and the Domestic and Laundry team members are responsible for ensuring the highest level of cleanliness is maintained throughout the home and laundry. This is undertaken with care and attention to infection and control guidelines.

Chefs

Our chef is responsible for the day-to-day running of the main kitchen ensuring that all catering needs are met and that the kitchen meets the regulation standards.

Maintenance

Our maintenance team are responsible for ensuring all our homes across the region are well maintained and meet external regulations.



What changes have been made due to COVID-19?

Excelcare are continuously monitoring COVID-19 pandemic guidelines, released by the Government, Public Health England and Care Quality Commission (CQC). This is to ensure that we keep everyone involved with our services safe and that each of our care home team members are supported to safely continue their work in providing the highest quality care in such unprecedented times.

Robust and comprehensive contingency plans have been put in place in response to the Coronavirus outbreak in the UK. We have set up a COVID-19 Response Team to review and share up to date guidance and information to our colleagues working in each of our services. We are keeping our contingency and risk management plans under regular review and updated as advised by the Government and Public Health England.

Any of our colleagues who are working with residents are wearing face masks throughout their shift and wear gloves and aprons when supporting residents, for example, with their personal care.

Additional levels of PPE including face visors, goggles, gowns, overshoes are available in all of our care homes and are used when the comprehensive risk assessments that are in place indicate that they are required. Our frontline employees have each received full training on the use of PPE, and additional infection control training has also been completed. This training has been refreshed and delivered throughout the duration of the pandemic.

Find out more

- Go to our website for further guidance on our Covid-19 measures; here you will also find a copy of socially distanced visiting agreement phase one that requires you to read and sign
- Go to the care home's Facebook page for regular updates on measures in place including details of whether the home is open to booking outdoor visiting sessions
- Email our COVID-19 helpdesk on covid19helpline@excelcareholdings.com to have the guidance and agreement emailed to you
- Email the care home on xx@excelcareholdings.com to ask if they are taking bookings for outdoor visiting sessions or to book a session. If you do not have access to email, then please call the home and speak with the Home Manager or Administrator.



This is new to all of us, and we acknowledge that possibly some arrangements may not go fully to plan, but we will do our utmost to learn from this and make any necessary changes to enable these visits to remain in place, as we appreciate the importance of family visits.

Stay safe, and we look forward to your forthcoming visit.

