

**Moving into an Excelcare home
during COVID-19**
A 'How to' Guide



How do you manage COVID-19?

As always, at Excelcare our priority is putting the safety and wellbeing of the people living & working in our care homes & their family and friends, at the centre of any actions we take.



We are closely monitoring COVID-19 pandemic guidelines which have been released by the Government, Public Health England and the Care Quality Commission (CQC). This is to ensure that we keep everyone involved with our services as safe as possible, and that each of our team members are supported to continue to provide the highest quality care to everyone.

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, and we have new policies and procedures in place to ensure safe move ins to our homes, although some limitations are in place. To achieve this, we are working closely with our local authorities, hospitals,

general practitioners, and relatives of the people who choose to live in our homes.

When an individual from the community is moving into one of our care homes, we have put the following measures in place with safety in mind.

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

Will my loved one be tested once in the care home?

[Text here]

Will I be able to visit my relative?

If you are planning to visit an Excelcare care home, it is important that you do so safely and in a way that minimises the risk of infection to the people who live and work there. We have introduced a system for visiting to take place in a dedicated outdoor area (where available), subject to risk assessments. As part of this process, we will ask you to complete a Health Questionnaire and a Visitors Agreement before your visit, as part of our risk assessment process.



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

Where visitors are permitted, entry is subject to strict conditions being followed and the Home Manager or Regional Director has the right to withdraw agreement at any time without notice, should they feel this to be in the interests of residents and care home teams.

How will I be involved and kept up to date?

Our care homes are holding virtual relative meetings using Microsoft Teams which any relatives or friends of the people living in our care homes are welcome to join.

Our Home Managers also send out frequent correspondence and updates by email and will 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 continue socialising with their loved ones through phone calls, video calls and online messaging. We have also produced accessible guidance on the use of tablets and technology to keep the people living in our care homes connected with their loved ones, and to ensure they are kept occupied and entertained during this difficult time.



[How we see things getting back to normal]

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

If your loved one is in hospital, we will arrange with the hospital to carry out our comprehensive pre move in assessment documentation – this helps us build a base care plan to work from when your loved one moves in.

If your loved one is moving in from home, we will look to carry out a virtual assessment to help build a picture of your loved ones needs, we may at times, engage the help of community professionals involved in your loved ones care.

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

We always work hard at making the transition to living in a care home as smooth and supportive as possible. 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. It is essential that the care partnership arrangement commences with sharing of as much information about your loved one as possible, to enable as smooth a transition as possible. Small items from home – often help with the settling in process, so photos, trinkets and even the bed side 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 to maintain continuous social distancing – where this occurs our infection control standards, 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 fully conversant with the most up to date guidelines on Infection Control standards and have completed training in this area. We continue to develop and train team members as we learn more about the pandemic. We follow PHE guidance and ensure all team members are fully aware of the current status of the pandemic.

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; 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.

