



Will my relative be safe in a care home during COVID-19?

A 'How to' Guide



What is the home's priority in keeping people safe during COVID-19?

Keeping up to date

Throughout the COVID-19 pandemic, Excelcare have closely followed all guidelines issued by the Government, Public Health England (PHE) and the Care Quality Commission (CQC) and continue to do so.

Supporting people involved with our services

We have also 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. This team provides support by assisting all Excelcare services in coordinating activities designed to support our residents and colleague's health and well-being and developing our contingency plans to limit the impact COVID-19 has on our services.



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.

Planning ahead



Internal robust and comprehensive contingency plans have been put in place in response to the Coronavirus outbreak in the UK. We are keeping our contingency and risk management plans under regular review and updated as advised by the Government and Public Health England.

Can I visit?

In line with Government guidance, we sought advice with The Care Quality Commission (CQC) and Public Health England that enabled us to draw up internal COVID-19 Visiting Procedures for each of our care homes.

We have carefully undertaken our own risk reviews and applied a phased approach that safely enables some of our care homes to facilitate outdoor booked visits. In line with Government guidance, we sought advice with The Care Quality Commission (CQC) and Public Health England that has enabled us to draw up internal COVID-19 Visiting procedures for each of our care homes. We have also developed visiting guidelines for the family and friends of the people we care for.

To view our visiting guidelines, please visit our website or request a copy from any of our care homes.

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 our residents and care home team. As part of this process, we will ask you to complete a Health Questionnaire and a Visitors Agreement; this can be completed when arriving at the care home or before you arrive, and can be sent via email.

What if my relative cannot come outside?

It remains that visitors are not permitted inside our care homes, apart from in some exceptional circumstances. This is to maintain necessary infection

control measures in our care homes 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 permission at any time without notice, should they feel this to be in the interests of residents and care home teams.



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 of the people living in the homes to continue socialising with their loved ones by phone, video calls

and online messaging. We have 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

Where possible, some of our homes are arranging visits through a window or door – this is to enable people to continue to shield whilst still seeing their loved ones. These visits are wholly dependent on the home and the person for whom the visit is being arranged. As with everything we do, the resident's needs come first, so these visits are centred around the person and their needs, so please contact the home for further information, if you feel this type of visit could enable you to see your loved one.

Who is part of the COVID-19 Response Team and how do they provide support?

The COVID-19 Response Team consists of the following Executive and Senior Management team members:

Executive Management

- **Executive Sponsor** – Chief Executive Officer, Osman Ertosun
- **Executive Lead** – Chief Operating Officer, Sam Manning

Senior Management

- Finance Director, Jonathon Crisp
- Head of Business Improvement, Samantha Crawley
- Head of Quality, Governance & Development, Jane Prior
- Head of People Operations, Osa Ogbeide
- Head of IT, Michael Caldecott
- Head of PR & Marketing, Sadie Munro

Our Executive management have taken a key lead in ensuring processes; financial resources and support tools are in place that enable direction and guidance

to reduce risks across our services and to support them with COVID-19 management.

Working under the direction and with the support of the Executive Management; our Senior Management Team work to coordinate our group wide planning, management and response to the outbreak, with key co-ordination of the following:

- Devising and updating guidance materials
- Regular group wide updates through email and conference calls
- Support group wide lifestyle and wellbeing initiatives
- Support responsive communications including our Coronavirus helpline and support email, signage, communications and social media channels
- COVID-19 risk analysis

Regional Team Members, from Regional Training teams to Regional Directors are on the ground, supporting team members at all times. We continue to drive development & quality through the Regional Quality teams and work alongside our Multi-Disciplinary Partners in the Community to ensure residents and team members are supported at all times.

How will my relative be stimulated in the home?

We are very aware that an important part of living in a care home is being able to socialise and enjoy physical, emotional, spiritual and cultural activity that is vital for overall health and wellbeing.



As we have limited external visits, some of the activities that usually happen through external provision are not taking place, including outings. Instead, each of our care homes has a revised weekly activity plan in place. This includes new ways of keeping everyone active, including a number of virtual activities and entertainment sessions, whilst ensuring that the group activities are smaller, adhering to physical distancing advice and that cleanliness routines are implemented.

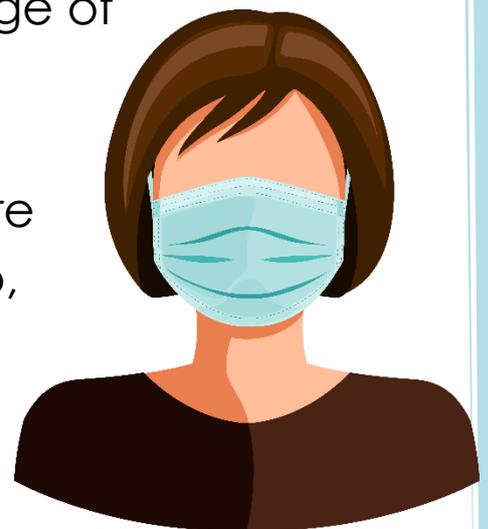
Our team members who specialise in Lifestyle and Wellbeing have been vigilant to ensure that nobody feels isolated, by working hard to provide additional 1 to 1 support to people who have remained in their rooms.

Talk to how we're making use of facilities and garden areas to compensate for a lack of trips

What happens if my relative gets COVID-19?

Everyone in the country remains at risk of contracting COVID-19 and we work hard every day to mitigate this risk as much as possible. Older people are more susceptible to infection and therefore the residents in our care homes are at high risk of contracting the virus. We take exceptionally stringent infection control measures very seriously and our teams are fully trained on infection control standards.

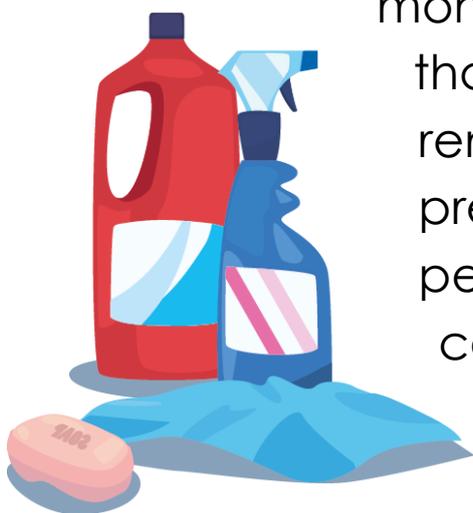
We have not experienced a shortage of PPE due to our internal purchasing team, who at the outset of the pandemic worked tirelessly to ensure that we had all the PPE required. So, despite news coverage to the contrary, please do not worry about PPE availability in our homes.



Despite all risk mitigation, given this is a pandemic, it is likely that people living in care homes could face a COVID-19 diagnosis. Should this happen, we will immediately seek to isolate the person for a period of 14 days. This is to reduce the risk of transmission to other people. Please do not worry about your loved

one being isolated, when a person is confined to their room, our Lifestyle co-ordinators and Care teams ensure they are kept as busy as they wish to be. We also video call relatives (please arrange through the home) and will keep you in touch through this technology.

We will continue to monitor the person, with the support of the GP, to ensure we are doing all that we can to mitigate the effects of the virus, this includes ensuring fluid intake remains in a good range,

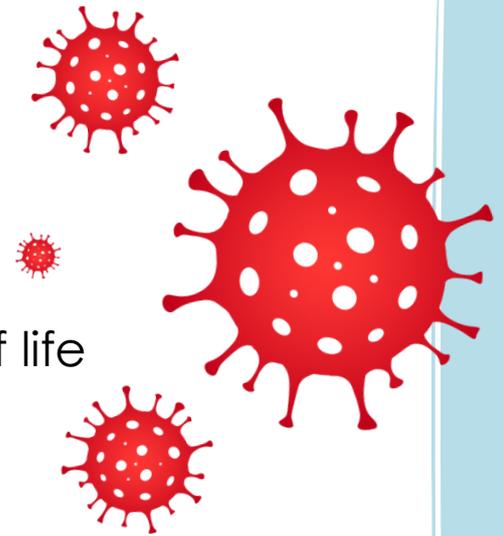


monitoring temperature and ensuring that the persons' nutrition intake remains good. GPs, sometimes prescribe an antibiotic to help the person fight the virus, this is done on a case by case basis.

We will continue to keep you informed and up to date about your loved one's health, there may be a time when we need to discuss the potential of moving the person to hospital or whether or not it is kinder and safer for the person to remain in the home, around people who know them, should they deteriorate. We will work with the Multi-Disciplinary team and the relatives to ensure the best possible outcome for each resident. This will be achieved through a case by case basis, dependent

on several factors. We will continue to keep in touch with you.

Despite visiting restrictions, with the use of PPE and infection control measures, we endeavour to ensure a family member visits should a resident be approaching their end of life and we will discuss this with you and your family should this be the case.



The health, wellbeing and safety of the people who live in the homes remains our focus & priority. Should you have any questions please do not hesitate to contact the home manager directly.



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.

