



Viewing our care homes during COVID-19



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

In the days before the COVID-19 pandemic, we would welcome visitors to our care homes at any time, to see the home and meet the team.

There they would also meet the residents and get to experience what life is like in the homes as they shared their needs with us and then walked around, discussing each area and having their questions answered.



Because we have a duty of care to protect the people who live and work in our care homes, visits are now limited.

We have other options 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.



For example:

- Calling for a friendly chat or arranging a live video call with the home manager
- Taking a “virtual” tour
- 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
- The area they are located in
- The people who live nearby within the home, to help you find the right bedroom and space 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 chosen for, their caring natures, their passion, their values as well as their skills.



All of our team members receive full security checks and training. They can access appropriate PPE at all times.



Our friendly and welcoming team are on hand to support you 24 hours a day. 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?

The Home Manager is legally responsible and accountable to ensure the service is running in accordance with the various laws pertaining to running the home.

Home Administrator is responsible for all the administration within the home.

Quality Care Managers (Deputies) lead on clinical excellence. They coordinate and coach staff ensuring effective and high-quality nursing and care services are provided.

Team Leaders organise and manage their team members. They either have an NVQ in Health and Social Care or are working towards it, with a minimum of two years' experience working in a care environment.

Senior Carers and Care Assistants deliver individualised care to people. They do so under the guidance of senior team members.

Senior Carers have an NVQ in care and care assistants are encouraged to gain this qualification.

Nursing Teams are passionate about ensuring residents receive outstanding care every day.

Lifestyle Coordinators provide opportunities for meaningful activities via a structured and individualised programme.

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

Chefs are 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 teams 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 keep up to date with COVID-19 pandemic guidelines released by the Government, Public Health England and Care Quality Commission (CQC).



Robust and comprehensive protocols and plans have been put in place.

We have set up a COVID-19 Response Team. They keep under review and share all relevant guidance and information with colleagues working in each of our services.

Risk management plans are reviewed and updated as advised by the Government and Public Health England.

All of our colleagues working with residents are wearing face masks throughout their shift. In addition they wear gloves and aprons when performing specific tasks such as serving food or supporting with personal care.



Additional levels of PPE including face visors, goggles, gowns, overshoes are available in all of our care homes. A risk assessment may indicate that additional PPE is required.



Our frontline employees have each received full training on the use of PPE. They have all completed additional infection prevention control training. 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.
- Email the care home to book a virtual tour. If you do not have access to email, then please call the home and speak with the Home Manager.



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

Stay safe!

