



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



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

At Excelcare we put safety and wellbeing at the centre of everything we do.



All through the COVID-19 pandemic, guidelines have been issued by the Government, Public Health England (PHE) and the Care Quality Commission (CQC) and we continue to follow these closely.



We also regularly update our own risk management plans and update these as advised by the Government and Public Health England.

Are team members wearing PPE, and have they been trained on proper use?



Personal Protective Equipment (PPE) has always been available in all of our care homes and is used according to assessment of risk & PHE guidelines.

Every team member has received training on the use of PPE.

Additional Infection prevention training has also been completed.



Training has been updated and refreshed throughout the pandemic.

There has not been a shortage of PPE in our care homes. Our internal purchasing team worked tirelessly to ensure that we had all the PPE required.

So, despite news coverage to the contrary, please don't worry about PPE availability in our homes.

Could my relative get COVID-19?

Whilst everyone in the country remains at risk of contracting COVID-19 Excelcare do all that we can to reduce 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 follow all the official guidance on infection control and all our teams are trained accordingly.

We have strict infection control measures including regular deep cleaning throughout the home.

We keep family and friends updated at all times.

What happens if my relative gets COVID-19?

People living in care homes could still receive a COVID-19 diagnosis despite each of our services following protocols and guidance.

Should this happen, the person will go into isolation for 14 days in order to reduce the risk of transmission.

Whilst in the isolation period, and with the support of their GP, we will care for the person and closely monitor their health.



This includes:

- Making sure the person is as comfortable as possible
- Ensuring that they are hydrated
- Monitoring their temperature & breathing
- Administering any prescribed medication.

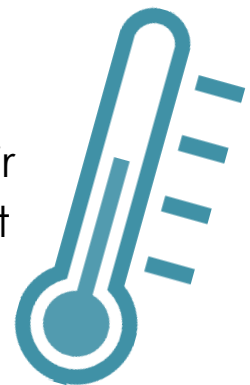
Should their health worsen, we may need to discuss whether to get the person to hospital. You may feel that it is kinder and safer for the person to remain in the home, around people who know them.

We will work with health professionals and with you to make the best decision for the person. This will be done on a case-by-case basis, dependent on several factors.

We will keep you informed and up to date about your loved one's health.

There are visiting restrictions in place.

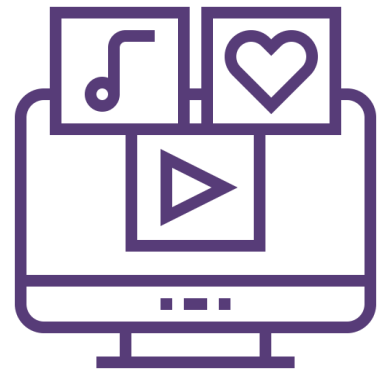
However, should a resident be approaching their end of life, we will work through measures so that family may visit.



Be assured that the health, wellbeing and safety of the people who live in the homes remains our focus and priority.

Would my relative feel lonely if they had to isolate?

When a person is isolating in their room, our Lifestyle co-ordinators and Care Teams ensure they are kept as busy as they wish to be.



Team members who specialise in Lifestyle and Wellbeing have been keen to ensure that nobody feels lonely or bored.



The care home can arrange regular video or telephone calls to take place between residents and their relatives.

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

We have set up a COVID-19 Response Team, consisting of senior staff members.



They have taken the lead in supporting services with protocols, financial resources and support tools in order to reduce risks.

They coordinate Excelcare's planning, management and response to the pandemic, for example:

- Devising and updating guidance materials
- Communicating that guidance across the group
- Supporting lifestyle and wellbeing initiatives
- Setting up interactive communications, including our Coronavirus helpline and support email, signage, bulletins and social media channels
- COVID-19 risk analysis

Regional Team members are constantly working within our care homes to support team members.

We continue to develop & improve the quality of our services through the Regional Quality Teams.

We also work alongside our Multi-Disciplinary partners in the community to ensure residents and team members are supported.



Can I visit safely?

There are COVID-19 Visiting Procedures at each of our care homes.

Using government guidance we have carried out risk reviews. For example, some of our care homes can facilitate pre-arranged outdoor visits.



To see our Visiting Procedures, please visit our website or request a copy from any of our care homes.



Note that if there has been an outbreak of COVID-19 in a care home, they will need to close to visitors for 28 days. During that time video and telephone calls will still be available.

If you are planning to visit an Excelcare care home, we need you to do so safely. Therefore we will ask you to do the following:

- Complete a Health Questionnaire
- Complete a Visitor's Agreement
- Have your temperature taken on arrival



If you have any symptoms of COVID-19, do not visit a care home. Symptoms of COVID-19 include:



- A raised temperature
- New and persistent cough
- Loss of taste or smell
- General feeling of being lethargic or unwell

What if my relative cannot come outside?



For the safety residents and of the staff team, family members are currently not allowed to come indoors during their visit, unless in some exceptional circumstances.

Where visitors are being welcomed in to a care home, there are strict conditions to follow.

Where at all possible, and in the best interests of the person, some of our homes are arranging visits through a window or door. This is to enable people who are shielding to see their loved ones. Please contact the home for further information.

Each of our 33 care homes have been provided with new technology including tablets and dedicated mobile phones.

This makes it easier for friends and relatives to keep in touch with their loved ones by phone, video calls and online messaging.



There is accessible guidance on the use of tablets and technology to keep residents connected with their loved ones and to provide additional entertainment

The Home Manager or Regional Director has the right to withdraw permission at any time without notice. They would do this in the best interests of residents and team members.

How will my relative be stimulated in the home?

An important feature of living in a care home is being able to socialise and enjoy physical, emotional, spiritual and cultural activity so vital to overall health and wellbeing.



Usually we have a variety of external visits and outings. These have had to be put on hold for now.

Each care home has revised their weekly activity plan. This plan includes new ways of keeping everyone active and groups smaller. It includes a number of virtual activities and entertainment sessions.



We are making creative use of both our indoor and outdoor garden spaces.

Much of the inspiration for remote wellbeing activities has come from within. Many team members have thought of creative ways to keep everyone in positive spirits.



A running theme has been Excelcare's Rainbow of Hope, which has included residents and team members getting involved in:

- Sharing positive messages between our care homes in our Rainbow of Hope music video
- Chair-based exercise classes led by our CEO, Ozzie, and Bailey, the daughter of our COO
- Excelcare's 'Rainbow Roads', colourful chains of pebbles painted by residents of our care homes
- And much more...

We continue to learn about your loved one's history as part of their daily care planning. We plan our activities based on their interests, to help them feel comfortable and entertained.

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 on measures in place.
- Email our COVID-19 helpdesk on covid19helpline@excelcareholdings.com to have the guidance and agreement emailed to you
- Email the care home. 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 occasionally 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 family visits to remain in place, as we appreciate the importance of these.

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

