



Coronavirus (COVID-19)

Frequently-asked questions for care home residents

We've compiled these questions and answers to communicate to our care home residents our arrangements for minimising the risk of infection. These are current as of **Tuesday 24 March 2020** and will be updated as circumstances change.

Q1: How prepared is my care home?

A: we are following Public Health England advice and taking all necessary steps to protect the people who live and work at our care homes from Coronavirus (COVID-19). We have detailed business continuity plans in place, which ensure we can promptly and effectively respond to challenges.

Q2: What is the advice about visitors coming into this home?

A: We continue to follow government guidance throughout this period. Following advice regarding 'social distancing' and protecting older people, we have decided to temporarily close the home to all non-urgent visits.

This is about supporting our residents to protect themselves from the virus by minimising contact with people outside the location. We will be providing full support for relatives to keep in touch with their loved ones by telephone, letter and other means such as Skype and Facetime.

Q3: If a case of Coronavirus (COVID-19) is confirmed at my care home, will I be informed?

A: Yes. It's important that the people who live and work in our care homes are informed and that they understand what they can do to prevent the spread of infection.

Q4: The government has said people at greater risk of serious illness from the virus should be shielded from social contact. Living in a care home, should I be worried about the risk of infection?

A: Not at all. Please be reassured that our care homes are experienced in infection-control, such as dealing with flu in previous winters, and we have established procedures in place. Your care home is the place where you'll receive the care you need from skilled carers who understand your requirements.

Q5: Should I be worried that there won't be sufficient carers in my care home if they have to self-isolate?

A: No. We have a team monitoring any cases of self-isolation so we can understand where and when they occur - and ensure we have appropriate workforce planning in place so we can manage any shortages. As an operator of 114 care homes across the country, this gives us greater flexibility in being able to respond to challenges than could be the case for smaller operators. All colleagues are briefed about effective infection-control in respect of this virus so they are minimising any potential for the spread of infection.

Q6: Will we see a big reduction in activities in my home?



A: We recognise the importance to our residents of stimulating, person-centred activities. With restrictions on visitors to the homes, it's inevitable the format of some activities will change, but we're confident we can continue to provide the same level of meaningful activities for our residents. Our investment in technology – through such things as iPads, OurYesterdays, Memoride, keeping in touch on Skype, to name just a few - means we're well-placed to meet the needs of our residents.

Q7: We've seen panic-buying in supermarkets, is there a danger of the home running out of essential supplies, such as food?

A: We've ensured all homes have sufficient stocks in place to deal with any challenges in the foreseeable future. We've also been in touch with our key suppliers and they've reassured us they can continue to meet our requirements. As a large provider of care homes, we have the scale and the working relationships with the main suppliers to ensure our homes can receive what they need should there be supply difficulties in a particular geographic area.