

Dear Families,

I hope you are all keeping well. As your family member's care provider, we are aware that this has been a difficult and challenging time for us all. Families have been kept apart, and your usual visits stopped for several months. We know some of our residents are feeling the impact of this now more than ever and am sure you are too. In this light we wanted to let you know about some changes in our visitors' protocol across our care home services.

I am proud of how hard all our staff are working to keep people safe and ensuring people are still able to participate in meaningful activities in and outside of their homes. I am pleased to say that we have had no confirmed cases of Covid-19 within our services, and that all staff are continuing to wear personal protective clothing in accordance with government guidance. As a provider we have not experienced any issues in gaining this equipment and have provided our teams with vast amounts of training and information on how to use and manage this effectively.

As a small thank you we sent each staff member a 'welfare' bag with small items to support their comfort whilst at work, which included a handheld fan, mints, face wipes, and some hand cream. We strive to thank our hard-working teams especially during this launch into a new way of working and living for us all.

We have recently updated our Website and now have a Blog. Please do take a look - as always, we appreciate your views on the new format. We will be posting newsletters and information onto the website, so please let us know if you would prefer to continue to send the newsletter via email or post, or if you're happy to read things on the website. Please email Kelly directly on this: [Kelly@whiteleafsupport.com](mailto:Kelly@whiteleafsupport.com)

We have made the very difficult decision to cancel our annual summer party. We were planning to make this year extra special to celebrate our 10-year anniversary. Instead, each service will host their own individual party, due to social distancing protocol, and we will ask families to join us virtually where possible. This will be on or around the 21<sup>st</sup> of August.

Our Head Office is moving in September from Cressex to a more central location at Wesley Court on Priory Road in the centre of High Wycombe. We are excited about our move which will coincide with our launch of 12 supported living 'move on' flats; a partnership provision alongside Bucks County Council.

We have been working behind the scenes to separate the management structure at 8 and 10 Priory Avenue. We will now be working on separating the registration with CQC so these will be viewed and regulated as 2 separate services. I believe this will give us much more effective management cover for the two houses with a dedicated registered manager for each house. I would also like to take the opportunity to formally welcome Chris as the new manager at 8 Priory and congratulations to Nicolae on his appointment to the registered manager role for 10 Priory.

If you have any questions around any of the above or more, please do contact myself, Sue or Victoria.

**Kelly Taylor**  
**Managing Director**

### **Visits to Care Homes**

The government have recently updated the guidance on care home visits for families. I know this time has been particularly difficult for some families and their loved ones and I am really pleased to say we are now able to support visits in accordance with the latest guidance. The steps we are taking to make this as safe as possible are set out below and will be governed by an individual service risk assessment.

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>

Unfortunately, the guidance does not currently address when people can visit family homes – we are pushing for this to be clarified quickly as we understand how hard this is for a number of people we support and their families. Where appropriate and where this is having a significant impact on specific individual's mental health, services are liaising with individual GP's / other professionals and have agreed detailed risk assessments to facilitate home visits.

### **White Leaf Support Visitors Guidelines August 2020**

**The steps are as follows:**

#### **Named Visitors**

1 or 2 named adult visitors (from the same household) only per resident

#### **Booking Visits**

Visitors must pre book visits with the service, who must ensure only 1 resident has visitor at any one time

Before the visit, the visitor must confirm they are symptom free and must sign to this affect when they attend.

#### **Outbreak Notification**

In the event of a suspected or positive test (staff or resident) all visits will be suspended until 14 days after the service is symptom free or until all tests have been returned as negative.

### **Visitors Travel Arrangements - to reduce the use of public transport.**

Visitors are encouraged to walk to the home or use their own transport. It might be that some assistance is required to enable visitors who are especially vulnerable to get to the care home. Please discuss this with the manager of the service if this is the case.

### **Gifts for Residents**

Staff should discuss with you any items you wish to bring with you on your visit, such as a gift. It will need to be something that can be easily cleaned by the care home to prevent cross contamination. For example, it is unlikely that you will be able to bring flowers but a box of chocolates that could be sanitised with wipes would be allowed.

### **Screening questions visitors will be asked on arrival:**

Have you been feeling unwell recently?

Have you had recent onset of a new continuous cough?

Do you have a high temperature? We may consider providing a temperature check for all visitors to provide confidence to visitors and to staff.

Have you noticed a loss of, or change in, normal sense of taste or smell?

Have you had recent contact (in the last 14 days) with anyone with COVID-19 symptoms or someone with confirmed COVID-19 – if yes, should you be self-isolating as a family member or as a contact advised to do so by NHS Test and Trace?

### **On Arrival**

Staff will ask the visitor to take their temperature. Anyone with temperature over 37.8 will not be able to commence their visit.

Visitors should have no contact with other residents and minimal contact with care home staff (less than 15 minutes / 2 metres). Where needed, conversations with staff can be arranged over the phone following an in-person visit

Visitors should be reminded and provided facilities to wash their hands for 20 seconds or use hand sanitiser on entering and leaving the home, and to catch coughs and sneezes in tissues and clean their hands after disposal of the tissues. All visitors should be supported to wear a face covering when visiting and advised to wash hands thoroughly (or use hand sanitiser) before and after putting it on and taking it off. A face covering is not a medical/surgical mask.

### **During the Visit**

Visitors are encouraged to keep personal interaction with the resident to a minimum, for example avoid skin-to-skin contact (handshake, hug) and follow the latest social-distancing advice for as much of the visit as possible.

Visits where possible should take place in the garden and where this is not possible social distancing should be maintained.

Where this is not possible facemasks will be provided to visitors with guidance on how to wear them. If this is the case staff will need to ensure cleaning of the room takes place before and after each visit.

***Thank you for your understanding and cooperation***