

Maintaining home life and contact with families

Although the pandemic has necessitated us taking the home into lockdown, it has not meant that we have lost contact with the outside world – far from it.

We have Skype, Facetime and WhatsApp ability for maintaining contact with families. This is working well with appointments made via the activities staff team. Most families have now been in communication in this manner.

We have isolated a visiting room that families can access without entering the building and residents can enter through the building, enabling them to socialise whilst keeping the safe 2m distance. We also have a bookable system whereby there are socially distanced visits within the home's gardens.

Although we are not accepting normal relative visits within the home itself, we can facilitate visits for people who have relatives that are receiving palliative or end of life care.

We are encouraging the use of mobile phones and emails with video conferencing whenever possible.

We have tried very hard to make sure that stimulation and interest for residents is maintained on a daily basis. Activities continue with social distancing regulations observed.

We have also received a number of donations of Easter Eggs, Toiletries, Chocolates, Flowers, Staff wellbeing kits, and items from different charities, Schools and Dunelm, which has all helped to keep morale up.



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