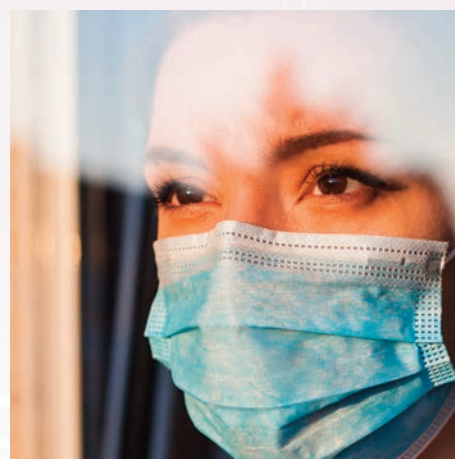


# Our response to the Coronavirus Pandemic

Our staff have done a fantastic job throughout the pandemic and have remained totally committed to observing all guidelines in order to keep themselves and residents as safe as possible. Below we have listed specific measures/procedures that we have or are taking.

- 1 Willow Rose and Macc Care were very proactive in preparing for the pandemic. We took the decision to lockdown our home early and we had already stocked up on PPE. We have visors, aprons, gloves, masks etc, if we need them. PPE training is provided by the local authority and cascaded through to all staff.
- 2 Social distancing within the home is easily achieved due to single ensuite rooms - also the size of the bedrooms is large. The home has generous living spaces, lounges and garden areas for people to enjoy without increasing infection risk. We have also introduced a timetable for lounge and communal space use to enable socialisation whilst maintaining safety.
- 3 The company has robust and detailed infection control policies backed up with stringent cleaning schedules, which are maintained daily. Hand washing - staff have all undergone competency training to ensure hands are being washed correctly at all times.
- 4 Staff wellbeing is taken seriously, and we have a staff resource library and a staff area to facilitate the relaxation and destressing for staff who've shown signs of fatigue and stress. All staff are tested for COVID-19 every 3 months to ensure that there are no asymptomatic carriers.
- 5 We undertake regular clinical checks on all residents, and are taking temperature and oxygen levels twice a day. All residents have been swabbed for COVID-19 and all new residents will be swabbed either prior to admission or on admission.
- 6 We screen all new admissions from other care settings or people's own homes. Covid-19 tests are required for all transfers from hospitals. All new admissions are barrier nursed and isolated within the home for 14 days or longer if staff have any concerns. The home has good links with the local Clinical Commissioning Group and the hospital Medical Discharge Team. We have a link MDT Coordinator attached to the home who assists with any issues or concerns we have and assists in resolving those concerns quickly.
- 7 All our staff change into uniform at work and out of it before leaving the home wherever possible. None of our contracted staff work elsewhere, only in our home.
- 8 We remain in full contact with all GPs. Contact is via Skype, but they will visit the home if necessary, wearing full PPE when they do so.
- 9 As we move into the recovery period and the lifting of restrictions, we have installed thermal cameras - this is key to the monitoring of any future visitors, health professionals and most importantly staff on a daily basis.
- 10 Support services e.g. hairdressing/manicures etc are done by qualified staff within the home - we do not have outside suppliers coming into the home at the present time. We have our activities co-ordinator who is a qualified hairdresser.



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