



Macc Care COVID-19 Update for Visitors

September 22nd, 2020

Dear Residents, Family Members, and Staff

Throughout the current Coronavirus pandemic, the wellbeing of our residents and staff has always been our top priority. For this reason, we have, at different times over the last 5 months, adopted different safety precautions as we have deemed most appropriate at any given juncture.

As you are aware Macc Care has been constantly striving to ensure that our homes are able to receive visitors in the safest possible manner. We have worked hard to ensure that each of our homes are safe, which enabled us to resume visits from residents' relatives in the gardens of each Macc Care home. However, the situation in the West Midlands has shifted once more and community transmission of infection is once again on the rise. With this in mind we have decided, after much careful consideration, to act proactively to tackle these new circumstances.

We have therefore decided to create a designated visiting room in each home. It will have visiting screens installed, which are airtight, to protect both residents and visitors. The room will be the subject of a strict cleaning protocol between each visit. We hope by doing this we will be able to continue to enable relatives to meet their loved ones in a safe and secure environment.

In most of our homes these facilities will not be ready for another two weeks. We have taken the difficult decision to ask relatives and friends not to visit the care homes during this period, whilst we prepare our new meeting rooms. We are pleased to say that we already have a specially prepared room available in our Abbey Rose home, and relatives can contact the home to arrange visits.

Our visiting process has to be strictly organised, to avoid any risk of cross-contamination, and will be by appointment only, enabling control over numbers and giving us the ability to sanitise the meeting areas before and after every visit.

We want to reassure you that strict checks will be made prior to any visit, and any symptomatic signs from either the resident or the visitor will mean it will be unsafe for the visit to take place.

The Home Manager's decision on any visit and on any day will have to be respected, as they are responsible for the safety of all concerned.

We appreciate that this short period will once again be difficult for many of you, but we are sure that you understand that we are acting in the long-term best interests of our residents, staff and ultimately yourselves.

Throughout our homes we have devoted huge resource to producing systems and procedures that ensure our residents and staff are as protected as possible, and this remains our utmost priority.

During this lockdown period, we will be allowing end of life visits under the same conditions as have previously been in place. We would ask you to discuss any arrangements in this regard with the care home manager.

As soon as we create a designated visiting room, we will open our homes to visitors via a booking system. Please rest assured that your loved ones are in professional and caring hands and their daily life will be full of activities and as many events as are possible at this time.

As always please contact us with your queries and concerns and we will continue to do our best to respond as quickly as we can. You can do this through the General Manager of any home. We only ask that you do this with kindness and courtesy to the teams that are doing their very best to help, and we know you will.

Sending our very best wishes to you and your families.

Sharen Guise
Operations Director