

Making move-ins safe and comfortable



The health, safety and wellbeing of residents is our priority. We have safety measures in place which are regularly reviewed in line with public health authorities and regulators to ensure our homes offer a safe place to live and residents can feel at ease when moving into their new homes.

We work to government guidance to help create a safe environment; this includes having good supplies of PPE, regular staff and resident testing and robust infection control measures.Â Â

Here are just some of the ways we are working to ensure our residents are kept safe and made comfortable during the move-in period:

- We adhere to government guidance on testing for new and existing residents and our Registered Managers are on hand to guide residents and families through the process.
- To ensure social distancing, our teams will arrange a move-in day and time that suits you and does not conflict with any other people moving in at the same time.
- We have ensured hand washing facilities and hand sanitiser are located at a short and

convenient distance for residents and their families on move-in day and beyond.

Our procedures ensure that our staff on-site meet the most up to date requirements for PPE in our homes and we continue to train staff to use equipment in a safe and effective way. Our staff also recognise the importance of effective and regular hand washing and this is re-enforced throughout our homes.

Our homes are following a robust cleaning and decontamination procedure to reflect the specific requirements of the Covid-19 related government guidance; this includes arrangements for deep-cleaning. All cleaning schedules include increased cleaning of frequently touched surfaces.

We have a dedicated organisational lead for infection prevention and control and our procedures are updated as new guidance is issued from the Department for Health and Social Care and Public Health England. This ensures we act quickly and efficiently for our residents and their families when any government guidance changes.

Wellbeing

We place significant importance on keeping residents connected with loved ones and their community. At the end of 2020, we were awarded the title of highly commended for one of our "Caring in Covid" stories included in a new ebook produced by the leading membership association for not-for-profit social care providers.

Current guidelines allow two nominated named visitors at any time - subject to Lateral Flow Device (LFD) testing and a short questionnaire. This allows a loved one to support residents settling in during the move in period. We also have designated visiting spaces at our homes to allow visitors to keep in touch safely. Additionally, we provide technology to enable our residents to further keep in contact with families and friends.
