



## IMPORTANT INFORMATION

20<sup>th</sup> March 2020

### **Home Closed to Visitors**

As the situation with COVID-19 continues to evolve, our focus is on the wellbeing of our residents and employees, and we have made the difficult decision to close the home to all visitors. We are following government guidance and taking additional steps to minimise the risk of any outbreak in our homes and we are working hard to prepare for a scenario where residents or staff members are effected by the outbreak.

Strict hygiene practices have been put in place in all entrances and communal areas of our carehomes. We are asking that visitors do not come in unless absolutely necessary and those who do enter are required to 'check-in' to confirm that they have not travelled to any high-risk countries and that they are in good health.

We are providing our residents and employees with regular guidance from Public Health England, including the importance of hand washing and using alcohol-based hand sanitizers.

In line with the latest advice from the government, any member of staff who shows signs of a new persistent cough or fever will be asked to self-isolate at home for 7 to 14 days, depending on their circumstances.

Some of our residents are asking questions about the outbreak and we are being honest, whilst providing reassurance. We understand that not having family and friends visiting could be distressing, but please continue to call, skype (if you have that facility) or even talk to your relative while standing outside the carehome.

We will continue to monitor the situation and update our policies as the situation evolves.

We would like to thank all of our residents and their families for their co-operation and understanding during this challenging time. We will continue to do our utmost to support our residents and provide the necessary guidance.

We would urge any residents or family members to contact us first if they have any questions or concerns.

Thank you.

The Katherine House Care Home Manager.