



16th July 2021

CORONAVIRUS UPDATED VISITING POLICY & GUIDANCE

Following on from Government announcements for the lifting of restrictions on Monday 19th July 2021, we will continue with the government advice for all residents; all residents will be allowed visits by 'named visitors' (including their essential care giver, if they have one), with a maximum of 2 visitors at any one time on a given day.

To ensure we can facilitate as many visits as possible, throughout the days, for all residents in the home, we would request that visitors, who are frequent attendees, could complete their own LFT tests prior to visiting (on same day) – register the test themselves on the GOV site and show their registered negative test result to the staff on arrival.

Visits out of the Home will be planned in consultation with our Homes Managers and the family directly, for each individual and the individual Care Home – subject to testing requirements and risk assessments to protect our residents.

Activities/ visits outside of the Care Home, that will not require self-isolation on return, with all appropriate risk assessments already in place, include:

- Outdoor visits to parks, gardens or beaches
- Medical Appointments

However, if a resident is risk assessed and meets the criteria for safe visiting outside of the Care Home, they will now be allowed to enter a Pub, Restaurant, Indoor Garden Centre etc. and 'potentially' will not require to self-isolate for 14 days on their return – this is dependent on their current vaccination status, the vaccination status of the persons accompanying them and appropriate 'test' results. So, we do ask that families respect that these would be categorised as 'high risk' external visits and to try and minimise the risks, to maintain safety and not put their loved one at the risk of having to self-isolate from one external visit.

There are no other changes to our Policy & Procedure already in place to facilitate close contact visits or non-contact Pod visits within our Care Homes i.e., Booking required through our individual Care Homes' booking systems, Negative LFT test results, handwashing/ sanitising, appropriate use of PPE.

Should there be an outbreak at any of our Care Homes, all visits will cease immediately and recovery testing will take place 14 days after the last positive result in an outbreak, rather than 28 days, except where the outbreak included evidence of VOCs (Variants of Concern).

We will continue to maintain the highest standards of care and activities for your loved ones throughout. We will maintain as much contact with yourselves as possible, through phone calls, Skype, email, Facebook and Facetime calls, if applicable, through this trying time.

We will endeavour to update you with any changes to restrictions, National and/or Local lockdowns from the Government as soon as we are informed.

Thank you again for your understanding, patience and cooperation. Take care and stay safe!

Kind regards

Rosie Howell, Managing Director RDCP Care.



CQC DATA ON COVID RELATED DEATHS PUBLISHED 21ST JULY 2021

RDCP Care, all CQC Registered Homes in our Group, are aware that the Care Quality Commission (CQC) have today published a report which details the number of Residential Care and Nursing Home deaths relating to COVID-19 in homes across the UK, including our own. We would like to take this opportunity again, to express our condolences to every family who lost a loved one, who was living or working with us during the pandemic.

Sadly, our story is not unique, with Homes like ours across the country losing people they cared for, all of whom were much loved members of their communities. The pandemic continues to be the most difficult challenge we in Social Care and beyond have ever faced, however we are extremely proud of our staff who have shown their utmost resilience to meet the needs of others, acting with care and compassion throughout, while dealing with the ever changing 'unlocking' of the country and dealing with the developing new variants of the virus.

The data published by CQC for each Home, is 'collective' total data only and not broken down further to show those relating, not only to, anyone who had a confirmed COVID related death within the Home, but also 'suspected' and those deaths relating to residents who were admitted to Hospital, developed COVID-19 there and then tragically passed away in Hospital.

We would like to assure our residents and their families/ friends that we followed all national and local guidance, as soon it was available to us and had stringent Infection Control measures in place throughout to safeguard the people living and working in our Care Homes.

We continue to adhere to all guidance and to work closely with our individual County Councils for each Home, Care Providers Associations, Public Health England and the NHS, to manage positive cases effectively and reduce the risk of transmission within our Homes.

We understand that residents and families may find the information shared through CQC publishing data in a report upsetting, again our thoughts are with you. Should you have any queries or concerns that you would like to discuss about the data, please speak directly with the Manager of the Individual Care Home, who will do their best to address any issues, within the realms of Confidentiality and GDPR regulations.

We would like to thank all our residents, their families, friends and our own staff for their understanding, commitment and support through these difficult times.

Take care and stay safe.

Rosie Howell

Managing Director RDCP Care