



10th November 2020

CORONAVIRUS NATIONAL LOCKDOWN

Following on from further Government guidance, in relation to Care Home visits during the 2nd National Lockdown we are acting in accordance with the restrictions being put in place, alongside our Individual and Group Dynamic Risk Assessments and development of a New COVID-19 Visitors Policy. This action is required to save lives and prevent the NHS from becoming overwhelmed.

COVID-19 cases have been rising sharply in a second wave, whilst National and Local restrictive measures have helped to keep the spread in check, it has been agreed that additional action is now required. Therefore, RDCP Care Homes will be following all the restrictive actions required to assist in this, which will mean a continuation of changes made to the external visiting arrangements.

From Thursday 5th November 2020 until 2nd December 2020, there will essentially be no access to external visits for the entirety of the lockdown restrictions; however as a Group of Homes we have developed our Dynamic Risk Assessment inclusive of each Individual Residents' Personal Risk and have ascertained if feasible to carry out external 'window' visits; this information can be given to relatives from the direct Care Home. The only other exclusion to this will be for exceptional circumstances i.e. End of Life visits, that are booked and controlled for entry by the Home's Manager. We are trying to minimise the risk of contact and/or transmission, that may occur, with these external window visits, potential contact with staff members and to prevent visitors from outside each Care Home facility, travelling into the area and exposing higher risk to everyone, including those of you who would have travelled.

We appreciate this is frustrating and we apologise for any distress this may cause you or your loved one. Our priority is to keep your loved one safe and we hope you can understand this. Should there be a situation that may require a non-routine visit in extenuating circumstances such as End of Life, the Manager at the Home will work with you to ensure that the appropriate precautionary measures are taken to minimise any potential risks. You can be assured that any one displaying symptoms or any member of their household who is displaying symptoms will not be allowed to enter the home (disclaimers may be required to be signed) all visitors temperatures will be checked, handwashing & sanitising facilities will be utilised and appropriate PPE will be provided.

Staff are fully aware of the National Lockdown restrictions that apply to them also and will maintain strict restrictive measures whilst inside and outside of the working environment. They will continue to be swabbed weekly and residents will continue to be swabbed every 28 days to ensure we are fully aware of any potential outbreaks during this unprecedented second wave.

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 of RDCP Care