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Date: 17/03/2020

**Dear all**

**RE: COVID-19 Barley View**

This letter forms the 2<sup>nd</sup> of a series of expected updates regards the current issues which the UK is facing in relation to the Coronavirus (COVID19) and specifically in relation to the latest government advice.

It becomes clear from the latest Dept. of Health advice that transmission of the virus may seem inevitable and that the government has now moved to the Delay Stage and issued new guidance accordingly.

**Advice for Access to Barley View**

The government are advising those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures. Social distancing measures are steps we can all take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19). This group includes those who are: aged 70 or older (regardless of medical conditions).

For those who are over 70 the government is strongly advising all people to follow the social distancing measures as much as possible and to significantly limit all face-to-face interaction with people.

They include:

- Avoiding contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.

We are following government guidance to keep all our residents safe. As a result of the government moving forward, and stringent restrictions on social contact, we are now taking unprecedented action to protect our residents.

**From Thursday 19<sup>th</sup> March at 17:00 we will be closing our doors to all visitors. (subject to enforcement changes)**

This advice is likely to be in place for some weeks. We are taking the additional following steps to keep our residents safe:

- Resident temperatures taken twice daily and monitored through the day if higher risk
- Staff temperatures to be taken on arrival of shift and monitored through the day if higher risk
- All non-essential contractors and health professionals postponed until guidance from the government changes

- All essential health professionals to provide support by telephone in the first instance. The Advanced Nurse Practitioner is calling the home daily and speaking to the Seniors on each floor.
- If health professionals need to attend the home, their temperatures will be checked on arrival and advised to follow our home hygiene protocols.
- Government guidance for care homes has been issued to all staff
- A daily risk assessment of the home situation is being carried out by 10.00am and actions/concerns reported to Executive for group support as needed.

We understand that this will be an emotional and difficult time for all families, friends and residents. To alleviate the emotional impact we are looking to introduce and arrange video calling and are happy to facilitate this for you. Please speak to Gemma Dailey (Business Manager) to organise.

Staff on duty will be pleased to provide you with the latest update and information on your resident/relative/friend. You can also call and speak to our Registered Manager, Angela Hawes about any care and wellbeing queries.

### **Exceptions**

There may be exceptional circumstances where visitors are permitted. This will be at the absolute discretion of the Management Team and would require preapproval on exceptional grounds.

### **Supporting Residents**

We welcome post, deliveries, telephone calls and video calling to keep loved ones in touch with their families, friends and wider community.

We recommend that all personal residents cash funds are topped up sufficiently for an extended period. Should you need support with personal items being supplied, please speak to the office and we will facilitate the purchasing of any items.

### **In conclusion**

Please be assured that we keep you informed of any future developments and are following the Government guidance on a daily basis. We appreciate your support with the imminent closure, to minimise the risk of transmission to some of the most vulnerable members of society who are in our care. Please do check for regular updates and feel free to telephone us if you have any queries.

[www.whitworthcare.org.uk/barley-view/](http://www.whitworthcare.org.uk/barley-view/)

[www.calico.org.uk/about-coronavirus-covid-19/](http://www.calico.org.uk/about-coronavirus-covid-19/)

**Yours sincerely**



**Jane Williamson**  
**Head of Care**  
**Calico Homes**