

March 13th 2020

Dear all

RE: COVID-19 Barley View

This letter forms the 1st of series of expected updates regards the current issues which the UK is facing in relation to the Coronavirus (COVID19) and specifically how The Calico Group will work to ensure the safety of our Residents and Staff.

Please note that it is **NOT** our intention to issue postal letters on a regular basis – but that our current strategy and any relevant information will be updated via our website and social media platforms as from next week, so you can have immediate access to service updates. You can also telephone Barley View at any point and seek further information if you require it.

Our primary goal is to maintain the safety of our Residents and Staff. Some of the advice and measures given may appear ‘harsh’ at a time when your relative or friend is living in Barley View and may have high level healthcare needs. However, those are precisely the reasons why the advice should be applied as we know that those adults who are older in years and who have other pre-existing healthcare conditions are most at risk if infected.

It becomes clear from the latest Dept. of Health advice that transmission of the virus may seem inevitable. The advice herein seeks to reduce that risk as far as possible.

- **Advice for Visitors to Barley View (13th March 2020)**

Please limit visits to immediate family. This may change daily/weekly subject to guidance.

Quite simply – the less ‘traffic’ into and out of Barley View – the lower the risk of transmission.

If you do visit Barley View for any reason – please follow our home protocols on hand hygiene. Please do not stay longer on your visit than is necessary.

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. We can provide a specific number for you to do this as from w/c 16th March.

Staff on duty will be pleased to provide you with the latest update and information on your resident/relative/friend.

Please do not visit Barley View at all if you have travelled outside of the UK over the last 14 days We have chosen at this time to include ALL travel outside of the UK – and our advice is **NOT** restricted to those areas listed by the Dept. of Health as being the most high risk. This is because the position across Europe and other typical travel destinations is so fast moving.

Please do **NOT** visit the home if you or any of your ‘one step removed’ contacts have reported symptoms of the virus and has self-isolated in line with the latest Dept. of Health advice.

- **How we are managing other Visitors to Barley View**

Of course, we recognise that the day to day business of treating our Resident's healthcare conditions must continue as far as is possible. However, we are seeking to reduce traffic to and from the home as follows:

- We are issuing guidance to our suppliers and contractors that is designed to minimise the risk of transmission.
- We are devising protocols with the GP/ANP surgery to minimise 'home visits' to our residents unless they are very necessary. The GP/ANP's have wider contact with the wider community and they have their own protocols in place to reduce the risk of transmission. We will be seeking to gather the Resident or your own agreement to remote consultation where this seems clinically appropriate.
- Our staff have all been issued with guidance on the requirements that we expect them to follow should there be any incidence of symptoms amongst themselves, or their own '*one step removed*' contacts.
- We have taken sensible measures to ensure that we have sufficient supplies as far as they are available of essential, consumable items.
- We are following the Dept. of Health specific advice that is in place with regard to Care and Nursing Homes management at this time.
- We are in contact with local Health and Area authorities and with the CQC who are also seeking to ensure that everything that we set in motion is best placed to manage the situation at this time and as it changes.

In conclusion

Please be assured that we seek to work in partnership with yourselves, our staff teams, contractors and suppliers as well as the statutory Health and Medical agencies 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.

Nicola Crompton-Hill

Director

Health, Care and Wellbeing