



# CARING HOMES



We will consistently apply infection control procedures and services that meet or exceed the requirements and expectations of our customers, actively pursuing continuous improvement through practices which enable each team member to do their job right the first time and every time



Covid free



100% tested



Correct PPE



Social distancing



Minimising transmission



Hand hygiene



Regimented cleaning



Controlled visits



Safe reunions



Safe admissions



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## Covid free



We keep daily records of swab test results from all of our Homes and offices so are always aware of our Covid-19 status. Our website clearly states the Covid-19 status of every Home and this is updated daily if necessary. Safe visiting can take place at our Homes where they have been totally free or free of Covid-19 for 14+ days (28+ days in Scotland).

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## 100% tested



We have completed the testing of all colleagues and residents across all of our homes. We are now participating in the next Government pilot programme which will mean that residents are tested monthly and colleagues are tested each week in addition to any additional testing following the onset of symptoms with 14-day periods of self-isolation wherever necessary.

We have agreements with our contractors and agencies which means we can rely on them to support our strict infection control measures and health screening assessments prior to entering any of our homes.

We are keeping accurate records to show the numbers of positive tests and of those self-isolating or with symptoms at our homes. We realise a swab test is only a snapshot in time, it gives an indication of an individual's Covid-19 status at the time the swab was taken. The best methods to lower the risk of Covid-19 is by ensuring there are strict admission criteria, isolation of new residents, appropriate infection control and correct use of PPE. At Caring Homes, we have all of these in place.

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## Correct PPE



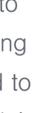
We have always had adequate and appropriate supplies of PPE (personal protective equipment) throughout the pandemic and our stocks will last many more months to come to keep both residents, colleagues and visitors safe.

We have stocks from Government and public health sources and we have maintained excellent relationships with reliable suppliers throughout the pandemic that have meant we have not struggled in any area to support our homes.

Our colleagues are all required to wear appropriate PPE and training is provided to enable them to do this correctly. Visitors are also asked to wear a mask and follow our infections control processes.

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## Social distancing



We are limiting the numbers of visitors in a home at any time and there is prominent signage to remind all visitors to observe social distancing advice. Visits are being discreetly monitored to ensure there is no physical contact and social distancing is observed whenever possible.

We have taken all reasonable steps to maintain a 2m distance in the workplace including using Perspex screens in some reception areas and, where people cannot keep 2m apart, we have ensured at least a 1m distance and taken all actions possible to manage transmission risk.

Many of our Homes now have a dedicated area, an Admissions Suite, to allow residents to isolate when they first arrive with us, or if they should wish to. In these areas social distancing can be strictly observed, without them having to stay in their room.

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## Minimising transmission



Every person entering our homes is required to complete a health screening process which includes a health declaration, a temperature check and an oximeter check. This includes every colleague working each day, any agency staff, contractors, professionals and visitors who are all also asked to wear the appropriate PPE.

Our colleagues are asked to work in only one location to minimise transmission across our homes and colleagues are required to self-isolate after time away from work with negative testing completed within two days of any scheduled return.

We only use agency staff if absolutely needed and we have put measures in place to ensure they are free of Covid-19. We check any agency staff have been tested and not been working in a Covid-19 positive environment in addition to carrying out our daily checks when they are working for Caring Homes.

Residents are asked to self-isolate if they have symptoms or have tested positive following their regular testing schedule or return from a hospital inpatient stay. New admissions are also required to self-isolate. Many of our residents have ensuite rooms and can therefore elect to self-isolate in their rooms if they wish to and we are able to provide the essential contact if that is what they prefer.

Many of our homes now have a dedicated area, an Admissions Suite, to allow residents to isolate when they first arrive with us, or at any time if they should wish to. In these areas social distancing can be strictly observed, without them having to stay in their room.

Our colleagues are trained in infection control and we have ensured they have appropriate equipment in place to help prevent the spread of the virus. We have also ensured that all training continues remotely through virtual technology and that all colleagues are able to access training at home 24/7 as well as in the workplace.

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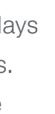
## Hand Hygiene



We have enhanced cleaning, handwashing and hygiene procedures in line with government guidance, including establishing hand washing stations in the reception areas of all homes, as well as having plentiful supplies of sanitiser and tissues available.

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## Regimented cleaning



We have clear signage throughout our homes to remind colleagues and visitors to follow good hygiene procedures and our teams have all completing the enhanced infection control training modules through our digital learning platform.

Our Homes have sanitiser and handwashing stations for use by colleagues and visitors. Housekeeping colleague hours have increased to ensure cleaning regimes in line with increased numbers of visitors to our homes and the sanitation regime which needs to take place inbetween visitors.

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## Controlled visits



We have risk assessed every one of our homes to determine whether they are prepared for safe visiting and where they have been totally free or free of Covid-19 for 14+ days (28+ days in Scotland) we are able to commence visits. These are always at the full discretion of the Home Manager and decided on a home by home, resident by resident basis subject to a number of conditions,

We are taking a measured approach to bringing visitors back and we know how important this is to our residents and relatives. We are ready to adjust our measures further in line with guidance and the progress of the virus.

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## Safe reunions



We are aware of how important it is to our residents and relatives for reunions to take place after many weeks of not seeing each other in person. It's important to us too and the care teams at our Homes have missed seeing welcoming visitors almost as much as the residents have. All our new policies and safety measures at this time have been implemented to keep our teams and residents safe.

We will be continuously monitoring our new policies and Covid-19 status and will revise our policies if we need to, always with safety and minimising any spread of the virus in mind.

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## Safe admissions



At Caring Homes we have developed and implemented some of the most stringent admissions policies in the sector and we do not admit any resident without evidence of a negative Covid-19 test result completed as close to admission as possible. We are in full discussions with Public Health, Local Authorities and CCG's on a case by case basis to identify how we can support people needing care without placing our existing residents and colleagues at risk.

We also welcome new residents with an enhanced wellbeing package for their initial 14 days of their stay with us and undergo a further swab test before to show their negative status before going into the communal areas of the home.