



## **Coronavirus (COVID-19) Information**

### **Visiting your loved one**

We are working together with local authority, clinical leads and Public Health to facilitate visits at Osborne House in a covid-secure way. Please understand that it is our priority to keep everyone in our care, as well as all the staff and their families, safe during this difficult time. We will keep you updated with the very latest arrangements as soon as we are able.

### **Residents coming into the home**

We are delighted to be able to welcome new residents during this time. It is important that heightened admission procedures are followed, which includes returning a negative covid test result prior to coming into the home. We also require residents, in line by our admission policy following government guidance, to undergo a period of self-distancing in their bedrooms before joining the daily communal settings. During this time we will ensure there is enhanced contact with care and activity staff, as well as a dedicated connected device for family interaction. These procedures also may apply in certain circumstances for an external medical appointment or hospital visit. Please check with management for further details.

### **Infection Control and PPE**

We have completely rebuilt our laundry facilities to more efficiently encompass the increased infection control measures. We continue to liaise with our care product supplier on a regular basis to ensure consistently high levels of all necessary items including PPE are stocked at the home.

### **Health and Well-being**

During these prolonged challenging times, the health and wellbeing of every resident is our utmost priority. Our team of dedicated activity co-ordinators create a wide variety of daily events to stimulate the body and mind. These can include yoga, reminiscence activities and games and musical concerts. See our website for our updated monthly timetable.

## **Keeping in touch with your loved one**

We have a variety of means to keep in touch with your loved one. A number of connected devices with access to Zoom, Skype, Messenger and Whatsapp are available, as well as traditional telephone services. We also have a private members Facebook group which is updated constantly with pictures of daily activities and events.

Please contact us if you have any questions on our measures we have put in place to keep to Osborne House covid-safe. Further guidance can also be found at:

<https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance>