



TRUST CARE MANAGEMENT LTD

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4th March 2021

Dear Residents, Family and Friends,

Firstly, let me introduce myself. My Name is Shelley Bainbridge and I have been nominated as the Coronavirus Lead for Trust Care Management Ltd.

I would like to thank you for your full support through the ongoing challenges the COVID 19 pandemic continues to throw at us all. We continue working hard to ensure the safety of your loved one and our staff team are at the forefront of all our decision making.

We as a company are very excited to share positive news that the Government released regarding in home visits to support you all in visiting your loved ones, there will be lots of new guidelines available which can be confusing and dependent on where the information is found, can become conflicting. So, I hope this letter will give you reassurances and comfort in the fact we as a company strive to protect your loved ones whilst working to make visits possible.

Following on from our earlier correspondence from the National Operations Director, Mr Chris Graham in February 2021, we have carried out more work in improving the home environments for your loved ones.

- Updated our Policy and Procedures
- Carried out Care plan and Risk Assessments on visitations for the people we support
- Identified a Coronavirus Lead for the Company whose role is to support and update all homes with COVID-19 related news
- 86% of the people we support nationally have received their first dose of the vaccination
- Created environments to ensure safe visiting e.g., visiting pods.

The government have shared information on changes for care homes and we are introducing a nominated person to visit the home in a private space. Our home managers will be communicating with you locally in regard to this new change over the next couple of days.

'From 8th March every care home resident will be able to nominate someone who can come in for regular visits. However, when the data shows it is safe, the Government wants to go further and allow more visitors.'

'At Step 2 of the roadmap the Government will look carefully at the effectiveness of the vaccine for people living in care homes, as well as levels of infection in the local community, especially of any new variants.'

'The Government will take a decision at that point on extending the number of visitors to two per resident, as in December, and set out a plan for the next phase of visits for people in residential care.'

These visitors should be tested using supplied rapid lateral flow tests at every visit.

Testing is one way of reducing the risk of visiting a care home, but it does not mean there is no longer any risk. The visitor must also wear appropriate PPE, and following all other infection control measures.

Visitors are advised to keep physical contact to a minimum. Visitors and residents may wish to hold hands but should bear in mind that any contact increases the risk of transmission. There should not be close physical contact such as hugging because of the risk of infection.

To support us in making the right steps in being prepared we will be asking our service users who they wish to nominate as their regular visitor, to be ready for step 2, we will also be asking for a second nominated person, so we will be asking for a Primary and Secondary visitor request.

Where the people we support do not have capacity to make this decision, we will ask their Lasting Power of Attorney (LPA)/ Guardianship to support their loved one in making the decision.

We ask for your support as our number one priority remains the safety and wellbeing of everyone living and working in our care homes and to allow visits.

We firmly believe that maintaining family and social connections is fundamental to the health and wellbeing of care home residents. We are absolutely committed to ensuring residents are able to enjoy visits from their family and friends wherever possible while complying with current restrictions.

I would like to highlight that visiting will be suspended if there is an outbreak of COVID 19 within the home for 28 (twenty-eight) days, this is an instruction direct from Public Health England.

Finally, I would like to thank everyone for their patience and ongoing support, this is uncertain times and the support and continued trust you have in us in caring for your loved ones fills me and all of the Senior Management team with pride, thank you.

Yours sincerely

Mrs. Shelley Bainbridge

Coronavirus Lead

Regional Operations Director

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