



C I N N A M O N  
L U X U R Y C A R E

## FREQUENTLY ASKED QUESTIONS FOR FAMILIES

### 1. What is the current guidance on relatives and friends visiting the Home?

In response to the latest Government guidelines we are now delighted to be able to facilitate family visits. At present we are pre-booking a visit per fortnight, between the hours of 2pm and 4.30pm. However, we ask that the following criteria be observed:

- Residents need to consent to the visit. Where they lack the capacity a best interest decision can be made and documented (visiting should not cause undue distress to the resident).
- Visiting should occur outside in open spaces in accordance with the current national guidance. To facilitate this, the Home has set up a visiting area in the garden.
- All visits will be scheduled to avoid multiple visits occurring at the same time, which could lead to crowding and issues social distancing
- Visits will be limited to a maximum of 30 minutes, and to a maximum of 2 people from same household.
- All visitors will be met at the front door to be screened and confirm that have not been contacted by NHS Test & Trace service.
- Social distancing of 2 meters will be required.

The use of face covering is not a general recommendation in open spaces. However in cases where we consider that the resident may not be able to understand the social distancing measure, for example residents living with dementia, family member(s) will be provided with a mask and apron to wear during the visit.

Visitors are still not permitted inside our homes, apart from in exceptional circumstances. In this instance we will screen every visitor on arrival, take their body temperature, advise them to follow our hand washing protocol and ensure they have no symptoms. The use of PPE will may be required which we will supply for you.

### 2. Can I call at any time?

We are endeavouring to keep day to day life as normal as possible and our teams are on hand to assist with letters, emails, telephone and video calls, however there are critical times where calls may take longer to get through to the community, typically 8am – 10am and mealtimes.

In response to the current environment, we have also equipped our Home with facetime enabled devices, that can be used at any time. If you would like to arrange a specific time slot, then please contact the home direct.

### 3. How are you protecting residents and team members from COVID-19?

Cinnamon Care Collection has developed a plan aligned with current Government strategy, where we have introduced various shielding techniques promoting social distancing and strict infection prevention and control measures.

#### a. Daily Screening:

- Residents have their temperature and oxygen saturations measured twice daily.
- All team members have their temperature checked before the beginning of their shift and before going home.

#### b. Restricted visits to the Home:

- We have limited visits to the Home to only those who are essential i.e. healthcare professionals.
- Where suppliers and contractors need to enter the premises, they are screened before entering and a route is planned which limits their presence in the Home.



#### c. Team members visiting multiple sites

- We have restricted the movement of team members between Homes other than where it is essential

#### d. Additional Training

- All of our team have received additional training on Coronavirus and the relevant measures in preventing the spread of the virus

#### e. Personal Protective Equipment

- We have a good stock of personal protective equipment to be used in line with Government guidelines

### 4. How are you promoting social distancing amongst residents?

- We have promoted social distancing by limiting visits to the Home, and by reducing traffic around the homes.
- If COVID-19 symptoms are identified, we will arrange a Covid-19 test, isolate the person affected using barrier nursing techniques and will shield every other resident in the community.

## **5. Are you admitting new residents?**

We are still taking new admissions, so if you feel that a loved one could benefit from the care and support offered at a Cinnamon Care Home, then in the first instance please call our Home Admissions Advisor for more information. All new residents will be tested for Covid-19 on admission and will be required to self-isolate under the test results are returned. Results are typically returned within 72 hours.

## **6. Have all residents and staff been tested for Covid-19?**

The testing of all residents and team members, irrespective of being symptomatic or not, has taken place at all Cinnamon Homes. We are now working with Public Health England and Local Protections Teams to ensure we continue to test, team members and residents as needed.

## **7. If my loved one is admitted to Hospital, will you accept them back to the Home?**

Yes, this is their home. Where residents have stayed in Hospital for longer than 1 week, we will utilise Trusted Assessors in the Hospital, who will help us to understand any change in their needs.

On return from hospital we will test for Covid-19 and will isolate the resident until a negative test result is received

## **8. Is the Home being impacted by the current situation?**

In these difficult times, we have never been prouder of our teams, who have pulled together and supported each other so that the care of our residents takes precedence.

We assess our team numbers twice daily and at present, we are in the fortunate position to have sufficient numbers at each of our Homes. We also have robust contingency plans should things alter in the future.

## **9. Is there sufficient Personal Protective Equipment?**

Under normal circumstances, we carry a 2-week stock of personal protective equipment, however, since the implementation of our Contingency Plan in early March this has been doubled.

Our supply chain is strong and in addition, we have sister homes, Hospitals and GP Practices which can supply necessary items. As a further contingency, the Government has created an emergency service should we have no other availability.

At the outset of COVID-19 the NHS supply chain supplied all our homes with some PPE. We were already sourcing our own additional stocks of gloves, plastic aprons and water repellent face masks. We have sufficient stock in all of our homes to manage any outbreak of infection and homes report on their stock levels daily so that we can send additional equipment from our central store.

## **10. Are you accepting deliveries on behalf of residents?**

Yes. Although our front doors are locked, we will adhere to social distancing. Delivery personnel will be greeted by a team member and parcels will be brought in and delivered to your loved one.