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Latest update - 30th March 2020

COVID-19 - CORONAVIRUS OUTBREAK 2020

Dear All

As I am sure everyone has experienced over the past week and since my last update, there have been many changes affecting how we are required to live our lives. Not least at Ravenswing Manor Care Home, where we continue to adapt to an extremely fluid situation.

I sincerely thank you all for accepting the restrictions we have put in place and for the foreseeable future Ravenswing Manor Care Home will remain closed to all family visits with the exception of "special visits", as explained in my previous newsletter.

I thought it would be helpful to reassure you all by outlining what we are doing.

We continue to monitor the latest news updates and government advice and information. Beverly and myself discuss daily, how we can best adapt to the changing situation and what systems and procedures we may need to change or introduce in order to maintain maximum protection of the residents and staff, whilst keeping the service operational.

"Social distancing", a phrase which until a few weeks ago was unknown, is now a phrase firmly at the forefront of our minds. We have practiced implementing this discipline within the home in certain key areas and where possible. Such areas include seating arrangements within the lounges with increased spaces between the chairs. Also, activities are being run in small groups and in order to allow more space when dining, we are considering two sittings for both lunch and tea. Please be reassured that we do not have anyone in the home with the Covid-19 virus and nobody is displaying any of the symptoms. These are purely measures that we are practicing, preparation in case the need arises for complete resident isolation. We remain mindful that this remains the residents' home and as such, we want everybody to maintain as much freedom to enjoy the home and grounds as far as is possible.

Our staff also are practicing good social distancing from one another however this is not always possible within the home environment and we all appreciate that we cannot compromise the delivery of care.

Our staff are well versed in caring for residents with viruses, all be it we have never seen the likes for Covid-19 before. Dealing with a winter flu virus for example and isolating a resident is familiar territory to our staff. I am pleased to advise that it is not currently necessary to self-isolate residents. Our daily monitoring of residents, combined with social distancing and deep cleaning of communal spaces ensures residents the freedom to continue to use the home's facilities.

The Covid-19 virus has dramatically increased the amount of administration, and paperwork, that is required of the home, but I am pleased to report that the staff are finding more time to spend one on one with the residents, providing and maintaining a regular amount of companionship, especially where families are not making the regular visits that we were accustomed to, just a week or two ago. I am sure everyone is aware that Beverly encourages a very family orientated open home atmosphere where residents are included and several enjoy getting involved and assisting the staff with some daily tasks.

Just a small suggestion, but we would like to encourage families to write more letters to the residents, perhaps Grandchildren could create handmade cards or drawings while they are off school.

With Spring on our doorstep and hopefully warmer weather not too far off, we look forward to the residents being able to step outside for some fresh air and short walks around the garden. We live in hope the virus will soon pass and allow our daily lives to return to normal.



Ravenswing Homes Limited

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From the feedback we have received, it feels as though we have found the right balance in terms of our communication and I intend to continue providing email updates throughout the course of the pandemic, probably on a 10-14 day basis, unless of course we need to contact everybody sooner.

Regarding food supplies for the home, we are assured by our food suppliers that there are no issues. And whilst we have all seen the images of bare supermarket shelves, I am pleased to report that our shopping orders continue to get through on a regular basis and we have experienced no disruption so far. We are constantly monitoring the food situation and whilst we have no shortage of food within the home, we are confident that the issue of food supply is improving for everyone. Yes, a few items fail to be delivered each week, but this is quite normal. The main items such as bread, milk, fruit and vegetables, flour and sugar etc, continue to get through. It is quite clear and reassuring that the supermarkets are making special provisions for care homes.

Several of our care staff are keen cooks and we are prepared in this area in case our regular cooks were to be forced to self isolate.

We remain well stocked with medical and disposable supplies, although purchasing additional stock of these items remains a challenge at the present time. Whilst we did receive a small quantity of essential Personal Protective Equipment (PPE), we remain confident that the government will have a regular supply chain established in the coming weeks.

We are currently recruiting some additional new staff, not because we are short staffed, but to build up extra support that we could call on in the event of an emergency. There are clearly many people who have unfortunately lost their jobs over recent weeks and are looking for work.

I am pleased to report that whilst we do not have a high turnover of staff, to date, two former members of staff have contacted us to offer their services, which was very reassuring.

In terms of new resident admissions, and given the pressures the NHS is facing, it is inevitable we will be asked to take in hospital patients, as and when we have vacancies. We have therefore introduced strict new admission procedures, which adhere to our no visitor policy and will require any admission to self-isolate for 14 days. I would like to reassure you that we will not compromise the safety of our residents or staff.

I think it is important for me to say that whilst we are taking every measure we believe to be appropriate whilst at the same time proportionate, we cannot stop the virus getting into our home. And whilst we will do everything we can to prevent the virus from entering the home in order to protect the residents, we have a clear policy in place regarding how to care for residents who are symptomatic.

I hope that you find this update helpful and reassuring. With everyone doing their bit to beat the spread of the virus, I truly look forward to providing more positive news over the course of the next few weeks.

Finally, it would be wrong for me to conclude without mentioning again, our remarkable team of staff who come to work each day to care for the elderly and vulnerable, in doing so, putting the health and needs of others before those of their own. And for that I say a massive thank you.

In the meantime, we hope everyone keeps safe and well.

If anyone requires further information, please do not hesitate to contact either Beverly or myself.

With warmest wishes.

George Daniels

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Director

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