**12th May 2020**

**Amber Care Ltd – Covid-19**

In light of the Coronavirus outbreak Amber Care Ltd has taken comprehensive action to mitigate the risk within our homes. The safety of all of our residents and staff is our top priority, so please find our latest advise and guidance:

**Amber Care Covid-19 Plan**

We are treating this matter with the utmost importance and we are following all guidelines by the Government and Public Health Wales (PHW) to keep our residents protected from an infection of Covid-19 and to be prepared in the event of an outbreak within the home. The management team (MT) of each home (provider, manager and senior members) develop, adapt and oversee the plan set in place early March. At Bryn Edwin the MT are working closely with the Flintshire Contracts and Commissioning (FCC) team and meet once a week with a conference call. These meetings are minuted and a copy is held on file. Guidance published by Public Health Wales and England (PHW, PHE) has been implemented, and changes are updated daily and weekly as we continue to review the ever-evolving situation. The goal, for all of our Residents, is to experience a minimal amount of disruption in their day-to-day lives within the home.

All staff are wearing the correct protective equipment (PPE) as recommended by PHE. FCC has assisted Bryn Edwin in obtaining enough stock of PPE and is continuing to replenish on a weekly basis. At the moment the home has enough protective clothing, including masks, for the foreseeable future.

Employees are also encouraged to stay at home whenever they show any symptoms. Testing is now available for those showing symptoms and the tests occur within 48 hours of notifying the authorities. We have at the moment no shortages on the rota and all open shifts are picked up by staff well enough to work. Duties are shared and all care, cleaning and all does laundry plus activities.

This includes continuous training of staff team members, providing support and mental health services they need to continue delivering out high quality of care. Face to face training via zoom has been facilitated by FCC and is used extensively by the home.

Since early March all residents’ temperatures are taken twice a day and recorded on the Person Centred Software used by the carers. These graphs, along with all other observations, do form part of the hospital pack that can be printed instantly when required. The home is about to start the use of an oximeter, to provide additional information on the oxygen saturation in each resident. This is a non-invasive method of also checking for early symptoms of the virus.

No new residents will be admitted into the home without a negative test from the hospital. And all residents going into hospital will only be allowed back with a negative test from the hospital. We have received an Ipad to assist with GP consultations.

Should an outbreak occur the following plan is in place:

* A room with an outside door and en-suite bathroom has been set aside to isolate. The room has been chosen for easy access by emergency personnel and for its ease of sealing it off from the rest of the home. In the case of more than one mild case, others rooms in the

vicinity can be made available. In the case of severe symptoms the resident will be transferred to hospital.

* PHW will test every single residents and staff member as soon as we have a positive test. The Environmental Agency, responsible for all outbreaks of any type, will provide support on a daily basis and assist to contain the outbreak as much as possible.

**Visiting policy**

The health, safety and wellbeing of the residents and staff must be our primary concern and following Government advice we made the decision to stop all non-essential visits to Bryn Edwin. Visits from health care professionals will continue as normal abiding by strict visiting protocols (hygiene and wearing of the correct PPE, in addition to using side entrances to limit exposure to other residents).

Every staff member is doing all they can to ensure life remains as comfortable and as sociable as possible. We introduced video calling and telephone calls to help maintain contact with loved ones throughout this period. Most relatives have access to our PCS system via the Relatives gateway. This gives them an insight to care, events and activities throughout the day. In very exceptional circumstances we will carefully consider and discuss visits insuring that all steps are taken to protect residents and staff.

When the lockdown is eased, the home will have a new visiting policy. It will be based on the “doorstep visiting policy” and specify:

* Visiting at set times with a limited number of visitors in the home at any one time
* Using side doors or outside doors with direct access to a residents room
* Respecting social distancing and washing of hands
* Wearing all necessary PPE, which will be provided by the home

**Life in The Home**

The safety and protection of your loved ones has always been our primary concern. Though we have had to close the home to visitors you can be assured that the day to day life within our home continues as normal as possible, with close attention to infection control following government guidelines. Activities with Keith and the care staff are still on going, meals continue to be of a high standard and the quality of care remains the same.

We would like to take this opportunity to thank you all for all your wonderful support and understanding that we have received from so many relatives of our residents that we have the privilege to care for. And as usual a massive thanks you for the dedication and hard work of all our staff members. One of our core values is that each and every employee is important and this has never been more valued than now.

**The Staff Team**

All of our staff is following the latest advice and guidance from PHW. We continue to provide the safest environments for your loved ones that we possibly can. We continue to have weekly management meetings via Zoom. All staff are updated daily in handover about the latest guidance and best practises. Each senior is responsible for a group of staff members. All information and changes in guidance are shared via WhatsApp to the team groups.

**Rest Assured**

We are doing everything possible that life in the home is as normal and safe as we can each and every day. A massive thanks you to all of our families, friends, staff and residents for your on-going support. A special thank you to those in the community who have provided meals, balloons, cakes, cards and so much more!

**Contact details**

Please contact us by email if you need any additional information. We are quite happy to share:

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