

## Wessex Care Briefing No 4 (15/04/20)

Good News: Wiltshire has gone over a week with no new COVID 19 infections in care homes.

Wessex Care continues to test all staff three times per week and all visitors prior to attending our Care Centres. Pleased to confirm that there has been no further positive test at Holmwood following the single member of staff last month.

We continue to rigorously manage our Infection Prevention and Control IPC procedures and policies along with recommended levels of PPE in line with national guidance.

All new residents and staff continue to have quick accesses, usually before arrival, to vaccination and all staff have already been offered or received their second vaccination.

Wiltshire 'Designated Setting' COVID+ and COVID contact Hospital Discharge Support Unit at Little Manor was decommissioned at the end of March and following certified decontamination is now back operating as an Intensive Rehabilitation and Complex Care Centre. Little Manor received a CQC IPC inspection prior to closure and received a very positive report. Huge well done to everyone involved caring for a total of 57 patients during the 10 weeks of operation. The hospitals were incredibly grateful for the vital support offered during the peak of the outbreak.

Milford Manor received an unannounced CQC inspection focussed at 'Well led' and 'Is the Service Safe'. I am very pleased to confirm we maintained a rating of 'Good' in both areas and therefore we maintain our overall rating of 'Good'. We would like to take this opportunity to thank all the relatives and staff for their very kind and supportive feedback to the inspectors which is commented on in the report. To the team we want to say again a huge thank you, CQC independent inspectors have clearly supported and evidenced the quality of your service and the care you provide.

Jeanette Eriksson has been accredited by CQC as the Registered Care Manager for Milford Manor

Julie Oaks has had confirmation of her Registered Care Manager accreditation transferring to Holmwood.

Jodie Scott Operations Director has been accredited by CQC as the Registered Care Manager for Kimberly West & East and Little Manor Care Centres.

Agnes Atras, Head of Care for our Community Service, has now left on maternity leave and we wait the happy announcement. Jodie Scott will be covering during her absence.

We are pleased to announce the appointment of Johanna McMahon as our new Service Manager responsible to the family Board. Jo will become the overall senior manager for all the operational services accountable on a day-to-day basis to Jodie as the Operations Director. Jo comes with a wealth of experience both as a Registered Manager but also as a General Manager of residential and community services.

It has been great to see our kinship visiting arrangements develop and we are pleased to now be arranging an additional contact visitor as national guidance has permitted. As the weather improves, we will also see the return of our much-loved music in the garden events.

Finally thank you to each and every member of the Wessex Care family you have all been amazing and we are so proud, honoured and privileged to have walked this path with you.

Jodie, Christian, Pauline, Matthew