

Wessex Care 10th Briefing [24/07/20]

Headline as we prepare this our 10th Briefing is of course, we have finally received the updated visiting guidance which we have provided a link [DHSC Latest Guidance](#)

and a copy attached.

The Key themes are: (please read the full guidance)

- Introducing visiting other than palliative care visits will be guided and assessed by our Local Director of Public Health, so we will be required to consult with local PH and NHS Infection control leads before we introduce any changes.
- Every resident will require a visiting dynamic risk assessment to be developed as part of their care plan. For residents that 'lack capacity' a 'best interest' decision will have to be considered with all the relevant parties.
- The importance of consultation with residents and family members, something Malcolm has been leading on for some weeks.
- A balance of the benefits to the residents, against the risk of visitors introducing infection into the care home, or spreading infection from the care home to the community
- Limiting the numbers of visitors to a single constant visitor per resident, wherever possible. This, for example, means the same family member visiting each time to limit the number of different individuals coming into contact. This is in order to limit the overall number of visitors to the care home and/or to the individual, and the consequent risk of infection
- The ability of a particular setting to put in place practical measures to mitigate any risks arising from visits, such as visits in communal gardens, window visits and/or drive-through visits.
- The health and wellbeing risks arising from the needs of the cohort of residents in that setting. This will include both whether their needs make them particularly vulnerable to COVID-19 and whether their needs make visits particularly important.
- Consultations with staff to address any anxieties and provide appropriate support, policies and procedures to enable staff to facilitate visits safely and in line with all the relevant guidance
- Where the healthcare needs of the individual cannot be met by socially distanced visits, whether there are sufficient infection-control measures in place to protect the residents, staff and visitors, to allow the visit to take place. This might include the provision of personal protective equipment (PPE), as provided to members of staff caring for that individual
- For each home and each Provider, the authority to revert to a full lock down again if and when required or to alter visiting arrangements quickly and with out notice to protect residents.

Added to the above there is a different piece of guidance related to testing staff and residents but also includes volunteers, visiting professionals and agency staff and it is unclear whether this will now include family visitors as it would be non sensical to test all other visitors professional or otherwise and not test visiting families. We await further guidance on this matter.

We would request that families are patient with us as we absorb and prepare for introduction of a new visiting programme. The individual visiting risk assessment will take some time which we will be

working on during next week. Thank you all for your thoughts and feedback on our visiting consultation conducted by Malcolm and with this guidance we will take into account your views and incorporate these where the guidance and our risk assessments allow. We are clear that the overwhelming feedback welcomes and supports our cautious and fastidious approach.

As stated previously we are required to implement testing every 7 days for staff and every 28 days for residents. Although we have registered for this, we have not been prioritised for inclusion at this time due to our very low rate of infection alerts. We continue to implement barrier nursing (except Milford Manor) and testing for any individual resident we have any concerns about and to quarantine and test any new resident or hospital stay returning resident. To date none, including any staff we have had concerns about, have tested positive. We are, in addition, exploring the use of a different COVID test, a finger prick blood test, which can give us a result in 15 minutes rather than the 24/48 hour return on current testing methods. We will keep you informed as we consider this additional testing possibility.

As of the 31st July Kimberly East, Wiltshire Hospital Discharge Support Unit (HDSU), will be decommissioned having completed its four-month contract to support the hospitals and community during the peak of the COVID pandemic. The team at the HDSU have been outstanding as have their colleagues who moved to other units so they could join this important service. We are gratefully to each and every one who participated in any way across the company to ensure this service was open on time and operated tirelessly through the pandemic peak period. Thank you all. Kimberly East Care Centre has been commissioned from the 3rd October to provide a dedicated Intensive Rehabilitation service, so next week will be a very busy week putting the service back on its normal operational basis ready for its first rehab admissions arriving on Monday the 3rd Aug.

We extend a Wessex Care family welcome to David Tuffin who has joined us as the new Head of Care at Castle View. David is a very experienced nurse with both a general and mental health background combined with significant leadership experience in health and social care settings. Welcome David. We thank our dear long service senior nurse Alan Roots for supporting this service as acting Head of Care waiting on the new appointment. As always Alan our sincere thank you and gratitude for your dedicated service.

Holmwood has been managed directly by Jodie Scott (Operations Director) during the pandemic with the fantastic support of the three shift leaders Tracey, Gabbi and Maria. We are now able to confirm that our Operations Support Associate Julie Oakes will be joining the Holmwood Team as their new Care Manager. Julie comes with a wealth of experience as both a practitioner and Manager having previously held the Registered Care Manager position at our Milford Manor Centre for a number of years. Julie will combine this role with a continued companywide brief including acting as the company's Dementia Care Champion. Welcome Julie to your new role and responsibilities.

Finally, and we know we keep repeating this, but please remember although the general public restrictions are easing, for our amazing staff they are required to remain very cautious about any contact, to keep this to a minimum wearing in and out of work masks when required. Please be assured we have and will continue to do everything in our power to care and protect our residents, community customers and employees while supporting the NHS and Social Care colleagues.

Pauline, Matthew, Jodie & Christian [Directors]