

# Wessex Care General Briefing (02/10/20)

For

## All Residents, Families & Staff

This will be a significant briefing covering a range of issues, changes and developments. Apologies in advance as to its length as we have been holding fire until we could be more confident regarding some of the content.

We are pleased to confirm that following a number of delays, mainly weather and COVID related supply interruptions, Little Manor Care Centre (LMCC) will be handed over to us week beginning 2<sup>nd</sup> November 20. It has now been decided that LMCC will become an Intensive Rehabilitation Centre for Salisbury and South Wiltshire and as a result the team currently providing this service at Kimberly East Care Centre will move with the service to its new base at LMCC.

This therefore allows us to confirm that Castle View Nursing home will now close in mid November and this service will move to Kimberly East Care Centre. It is our intent that most staff and all residents will move together as one community to this new state of the art Care Centre. Pauline Airey the Clinical Director with David Tuffin Head of Care will make individual contact with all residents and families to make arrangements regarding assignment of bedrooms. There will be some limited choice but all bedrooms are larger and have full shower en-suite and overhead hoist facilities. We would normally arrange a viewing of the centre however under current COVID rules this may prove difficult but we will try. In the mean time if you follow this link [Wessex Care](#) you will find a series of short videos that present the facilities. As a reassurance those of you that currently pay privately there will be no increase in fee other than the normal annual assessment. Castle View is due to be demolished and rebuilt but this maybe put on hold until the COVID crisis is resolved.

We will also look to support residents to return to Kimberly West or East who were moved as part of the commissioning of the Hospital Discharge Support Unit during the initial phase of the COVID pandemic in the UK.

All residents and relatives involved will be written to individually to explain the process and arrangements for the move. We have completed successfully, with positive feedback from all concerned, this whole home move on two separate occasions so please rest assured as Directors [Family] we will be taking personal charge of the operation both preparation and on the day. We intend to hold a resident and relative Zoom type meeting when we have more detail.

As part of the above development we are pleased to confirm David Tuffin has been appointed as the Head of Care for Kimberly East and West Care Centres. This will bring a consistency of management and support to both services that will focus on longer term care. Jodie Scott Operations Director will hold Registered Care Manager responsibilities for both LMCC and KW&ECCs pending CQC authorisation. Little Manor Head of Care position will be advertised shortly.

Turning to Milford Manor then again, we are pleased to confirm that Jeanette Eriksson currently one of the joint Heads of Care is to be promoted to Care Manger and Registered Care Manager pending CQC authorisation. Lucy Dela Cruz will remain as Head of Care.

As you will already be aware Julie Oakes has been appointed Care Manager of Holmwood Registered Care Manager pending CQC authorisation. Julia will continue to also hold her Operations Support Associate role and company Dementia Champion positions.

Finally, we are delighted to confirm that Lily McPhee has been appointed as Clinical Nurse Lead for Wessex Care replacing this function of Tracey Morris' Service Manger role prior to her departure in early November.

COVID developments:

Regular testing of all staff (including antibody for staff) and residents is well under way and providing results which local Public Health state are consistent with what they are seeing across the residential care community in Wiltshire.

You won't have missed the fact that the infection rate in the community is rising and of course this is reflected in the results for whole home testing which includes staff. The good news is, local PH report that they are not seeing sustained transmission in care homes, so PPE is being used properly and is doing its job, and as soon as a positive case among staff is picked up, that person can be sent home to isolate. Important to note here that an outbreak in a Care Home is one confirmed or suspected case in either a resident or staff member. Care Homes are unique in this interpretation of an outbreak unlike hospitals where only patient outbreaks are considered reportable.

Hot of the press is that all care homes in Wiltshire down significantly from the previous fortnight. 35 cases on 10th Sep, down to 5 this week. Over a 28 day period there were 51 care home cases in total, with a dramatic downward trajectory, so a bit of good news for the weekend. The vast majority appear to be asymptomatic and remain unaffected by the test stating they are positive.

So, what has that meant for Wessex Care homes? We had a scare at Milford Manor which was considered by Public Health but discounted because our test of a resident returned positive however the resident was admitted to hospital the same day (unrelated) and tested negative so this is considered as a false positive and discounted. Castle View had one resident test return positive with no symptomatic presentation. The individual had only had contact with staff and all staff and other residents had consistently tested negative, the resident was retested and returned as negative. Therefore, although counted as an outbreak it is again likely that this is a false positive. All other residents and staff in all other service and indeed these two services have consistently tested negative and continue to do so. No time to be complacent but well done all, we are in for the long haul so keep it up.

Winter Planning

There are a range of key actions and contingencies that we have put in place along with support and consultation with local PH, Wiltshire Council and the Clinical NHS Commissioning Group. Based on the information regarding spread of COVID in the community now being the main threat.

Government action and requirements on this and how it will impact on residential and community services.

Actions:

- Testing of all professional visitors and enforcement of PPE requirements; professionals to be dedicated to specific homes to reduce number of different professional visitors
- New Infection Prevention & Control Operative (Ben) appointed and all decontamination equipment replaced / upgraded including UV-C robot now in company wide use.
- Increase in core staffing hours and numbers to support self-isolating as a result of track and trace, school children being sent home, winter flu etc and reduce potential use of agency staff.
- Infection control grant has been extended to March 2021 which will support employee income while being required to self-isolate thus supporting open compliance along with the regular testing.
- All staff and residents to receive flu inoculation (subject to normal approvals)
- All staff moving to using scrubs that will not leave the units and therefore be subject every day to our commercial laundry cleaning and decontamination.
- Only essential professional visits to be allowed, most consultations are to be conducted using smart technology.
- Along with our UV-C decontamination robot we have purchased specialist air decontamination and purification units which will be used mainly in the lounge and dining rooms further reducing the risk in these communal areas of virus transfer.
- Potential implementation of an in house 90min test currently only allowed to be used in the NHS. We are waiting to hear from DHSC and PHE when this will be available.

Welfare & Visiting

Message from Malcolm Burgin our Welfare and Engagement Coordinator who many of you will have had direct contact with over the past few months.

*It's hard to believe that it's been six months since I joined the Welfare team and although it is of course, true for everyone, it has been somewhat surreal at times to see just how much the world has changed in the context of activity and engagement provision for older people in such a short space of time. What was already a challenging task has become all the more so due to the lack of physical contact and the need for the ever present PPE but, as with all the other challenges that we have been faced with this year, the whole team has stepped up to support the residents in staying connected and engaged in these difficult days and since the last week in August we have seen almost 170 scheduled video calls taking place but, perhaps more importantly, the team has also facilitated over 140 visits which, when you consider the additional work required to make these as safe as possible, is a fantastic effort. Of course, this couldn't happen without the continued patience and support of the relatives and friends who we know have sometimes found the process complex, frustrating and emotionally challenging – especially when having to navigate the issue of the 'single constant visitor' rule laid down by the government. Rest assured, we will continue to explore all the avenues that will help us to keep these all-important channels of connection open.*

*Elsewhere in the world of Welfare, we have been fortunate enough with the weather to enable some socially distanced 'garden gigs' which has seen the return of some firm favourites with the residents including the ever-popular Mike Sidaway and punk legend and one-time Frank Sinatra tribute Dave Dawson. Of course, with the arrival of Autumn, we're having to rethink these and just this week we have booked Nigel Revill (otherwise known as the Lone Reveller) to play our first live Zoom concert at Kimberly West on October 9th.*

*Also, on zoom the residents have been regaled by the musical and comedic (ahem) talents of Craig Stevens from Engaging Activities and the wonderful Nic Taylor from Alive as well as regular walks on the wild side with The Creature Teachers and October promises some more surprises with some guided tours of London and more besides... watch this space!*

So, with all the above action for the winter we also wanted to separately focus on visiting. It is our intent to work to a place of assessed and mitigated risk which will allow us to maintain and develop our visiting programme to include in house visits. These will not be as before but they will be in a designated safe and controlled space where we can manage the decontamination between visits and adhere to the rules during visits while trying to allow for a much closer sense of contact.

Our view is that to facilitate this we first need a form of testing which visiting families and friends can engage with on a regular basis in the same way our staff and visiting professionals do. The proposed government controlled in house 90 min test maybe the beginning of an answer but we are also exploring other avenues and please we are open to any suggestions that meets the requirements and keeps all residents safe.

Thank you to all residents and families for working within the strict requirements and to all our staff who have to support this, particularly the welfare staff who really do not want or wish to be restricting visits in this way.

Finally, we can confirm that Milford Manor visiting Pod is due to arrive mid-October and once electric supply connected will be open for a closer and more comfortable visiting experience.

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]