

Dear Friend of Greensleeves,

It has been a difficult and long year for everybody and that includes all residents, their families and staff in Greensleeves Homes. Like everybody else across the world we have had to adapt to the new circumstances and change the way we live and work. Some things have been really difficult, such as restricting visitor access to our homes. Maintaining an Open House for our resident's loved ones has always been a central pillar of how Greensleeves care operates and it has felt very alien to change so significantly.

We are proud that we made some very difficult decisions, sometimes very quickly, doing everything possible to keep our residents safe. Continuously balancing the often polarising objectives of keeping our residents safe with that of supporting their welfare and mental health. It has not always been easy, sometimes we have received limited advice from a Government trying to make sense of an ever changing situation themselves.

We have also done all we could to ensure there was meaningful contact between our residents and their families. Sometimes this was limited to phone or video calls; such as during the first National Lockdown. But, whenever regulations and safety have permitted we have allowed face-to-face visits. At every stage and central to every decision has been the safety of our residents.

All of the necessary changes and implementation of the new processes required a huge amount of work behind the scenes by the home management teams. We would like to thank them for their extraordinary hard work and dedication to their residents and their families.

We would also like to take this opportunity to thank all of our resident's and their friends and families for their support and patience over this challenging period. We totally understand how hard it has been for everybody and your assistance is really appreciated.

Since our last update there has been a number of changes that seem to come on an almost weekly basis as the Government strives to balance all of the challenges that Covid-19 is bringing with it. The latest is the exit of the national lockdown and the incorporation of a new Tier system which includes a new Tier 4. Many of our homes fall into this new category, to read the [full guidance on Tier 4 restrictions](#) follow the link.

There is further good news with respect to the long awaited Covid-19 Vaccine with the roll out of the first one to gain approval now well under way. As I am sure most people would expect, the initial round of vaccinations have been completed in hospitals. The good news is some Care Homes are already starting to receive their first doses and this will start to gather pace as the NHS learns and identifies the best way of managing this huge task.

We do not yet know when our care homes will commence their vaccination process but we will keep you informed on a local level when we know any more details. The Health Secretary has prioritised Care Homes for this process as we are supporting some of the most vulnerable people in society; so I am sure we can look forward to a full vaccination programme early in the New Year.

This is really exciting news for everybody associated with care homes and hopefully it will mean that Greensleeves Care homes can start to enjoy a more normal and relaxed visitor policy in the not too distant future.

We continue to do everything we can to keep our residents safe and well which includes the following:

- Enhanced Cleaning - We continue to operate significantly enhanced cleaning and sanitising protocols and routines procedures, especially around high traffic areas and common touch points
- Improved Training - As we have learned more about the disease we implement this learning in our training for staff at all our care homes
- Plentiful PPE - all Greensleeves Care homes have enjoyed a plentiful and uninterrupted supply of essential PPE throughout the pandemic and have maintained a good stock level covering all potential future needs.
- Regular Testing - All of our homes have had full, uninterrupted access to the testing regimes provided by the Government which means all staff and residents have had regular and accurate testing.
- Temperature checks for staff prior to starting their shifts. If any person was displaying, even the mildest of symptoms, they would be immediately sent home to self-isolate and provided with an immediate additional testing cycle. That staff member would then not be allowed back to work until they had received a negative test result and were symptom free.

These processes are extremely robust but also absolutely necessary and we know that our residents and their loved ones derive real comfort knowing they are in place for their protection. Infection free status of our homes We continue to carefully and diligently monitor the infectious status of our homes and work in a highly proactive way to keep them virus free.

We would like to wish you a lovely Christmas and a happy and safe New Year and wish to thank you once again for your support during a really challenging 2020.

Best Wishes

The Greensleeves Care Team

greensleeves
care
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