

Dear Friend of Greensleeves Care,

First of all, we would like to wish you and your loved one all the best and I hope that you are managing to stay safe and well. These are uncertain times for us all so please accept the best wishes of all at Greensleeves Care.

Throughout the Covid-19 crisis Greensleeves Care has been doing everything possible to keep our residents, their families and our staff as safe as possible and we have also tried hard to keep you all fully up-to-date. With that in mind please find below our latest update:

Testing for Covid-19

The most important part of a safe Covid-19 free space is regular and consistent testing, that is why at Greensleeves Care we place so much emphasis on this. Currently all staff members are tested as an absolute minimum once per week * and residents are tested at least once per month.

We also screen all our staff for any potential symptoms of Covid-19 including temperature checks 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 know that from time to time we will have to close some of our homes due to Public Health England guidance due to a local spike in cases and expect this to carry on into next year.

Due to the rigorous and routine testing of our colleagues and the residents that they support it is possible that in the future we may identify a staff member who tests positive. This is the same for all other areas of society. The key difference in a Greensleeves Care home is because of our exceptional screening and testing regimes we would identify such a risk much sooner and are able to take early proactive action.

Should such a scenario occur, we will take immediate and decisive action following all Government and Public Health guidance and exceeding their standards in many areas. Families will feel understandably frustrated if we have to put additional precautions in place but should also take great comfort in fact that we are prepared for and ready to deal with such a situation.

Quality of life in Greensleeves Care homes

As you would understandably demand of us the safety and health of our residents will always be our absolute priority, but we also care a great deal about their happiness, wellbeing and quality of life. Initially we, as with the rest of the country, had to take decisive action to protect our residents.

As time has moved on and the Covid-19 situation has become a little more stable across the UK, we have started to focus more on our residents' quality of life. We have reinstated loved one's visiting where safe to do so.

As you would expect these visits have all of the appropriate safety precautions applied and we continue to do all we can to ensure we maximise the appropriate precautions. The specific visitor guidance that each individual home will follow will vary because the local situation and the layout of each individual home are different.

We appreciate your continued support and understanding.

Best regards,

The Greensleeves Care Team

* Where tests are available, currently we are experiencing no shortages and all of our staff and residents are being tested in accordance with our enhanced policies and procedures.