

Dear Friend of Greensleeves Care,

As always the health and wellbeing of all of our residents and staff remains our top priority and our primary focus and we continue to do everything we can to protect them from the impact of Covid-19. As we now approach a full year of dealing with this crisis we are extremely grateful for all the hard work our dedicated care and quality teams have put in to ensure our homes have been as safe as possible.

All of our actions have been planned using the very latest Public Health England guidance and NHS advice and have been constantly reviewed to take into account the very latest research and understanding. This has seen short term changes to processes and practices as the experts learn something new and we are so grateful to our residents and their families for the patience they have shown us during these challenging times.

Visiting Loved Ones

As the impact of the second wave starts to subside we are delighted that the majority of our care homes are now open to visitors. This is being done safely with all of the appropriate precautions that our families would expect. These precautions include but are not limited to:

- Temperature checks
- Covid-19 symptom check
- Lateral flow test - visitors will be tested for Covid-19 prior to any visit
- PPE - visitors will be required to wear appropriate PPE throughout any visit
- Screens - homes will have large screens in place to keep a safe barrier between the residents and our visitors
- Hand washing - as all visitors would expect
- Hand sanitizer - there will be plenty of sanitizing stations for easy use.

The exact precautions and rules on visiting will vary from home to home to take account of the specific risk that is present in that area and the home itself; for more information please contact your home manager who can provide more details.

It is important to note that whilst Greensleeves Care is currently operating a policy that wishes to see all of our care homes open for safe visitation, there are alterations to this which are driven by local variations. Some local areas are subject to tighter Public Health England restrictions because of a higher number of positive cases or other local risk factor. As you would expect we comply with all such local orders and as such some of our homes will from time to time need to stop visiting for a short period.

The Vaccination Programme

As with much of the rest of the world we look at the vaccination programme as positive news and a real light at the end of the tunnel. It provides the very best

opportunity for the country to get back to normal and we are extremely proud and grateful to the NHS for all the amazing work they have done to date.

The vaccine rollout at Greensleeves Care homes has been very successful and the majority of our residents at most of our homes have now received their first dose of the vaccine. The majority of those who have not yet been vaccinated is due to the restriction where people need to wait 28 days after they have tested positive for COVID-19. As those 28 day periods pass the GPs are returning and administering the necessary vaccines missed first time round.

We are very pleased with the overall number that have accepted the vaccine, which is much higher than the reported national average.

We are also really pleased with the overall vaccine take-up among our staff, again the vast majority of our teams have accepted the vaccine with the majority of those that have not received it yet again subject to the 28 day wait following a positive test.

We have worked really hard to support our teams to make the right decision with regards to accepting the vaccine and have ensured they have the correct information to make an informed decision. Again we have a higher uptake with our staff than the national average.

Monitoring Standards of Care

The quality of the care we deliver in our homes remains central to all we do, Covid-19 has made many things harder but the importance of checking standards does not disappear just because it is harder. We have a highly experienced and dedicated operations and quality team that work really closely with the Home Managers to make sure that the standard of care remains as high as possible.

This involves a balance between our internal experts visiting the care homes to conduct Covid-19 secure audits as well as other audits completed by the home team themselves. This is something that we passionately believe is necessary as well as a key requirement of our regulator the CQC.

Our Divisional Directors and Quality Teams follow extremely strict protocols that ensure the correct balance of oversight and accountability whilst minimising any infection control risk. Where possible virtual meetings are conducted but we are sure that residents and loved ones will be pleased with the oversight we continue to supply.

Our staff

Many of our residents and families have written to us to thank our amazing staff for all of the hard work and fabulous care that they provide. We are extremely proud of what our staff do every day and join you in paying tribute to our care teams.

Personal Protective Equipment (PPE)

We continue to provide all the necessary Personal Protection Equipment (PPE) to all of our care homes to ensure that our residents and staff stay as safe as possible. We have also created an extremely robust supply chain to ensure that we continue to have a regular supply to meet any future PPE needs.