

Our Commitment to your Safety



Our family, caring for yours

Message from our CEO Alykhan Kachra



Dear Families,

Throughout this time, we have followed thorough infection control procedures in all of our homes, as we know this is the bedrock to safety. These practices mean we have been as well-equipped as anyone to deal with the Covid-19 outbreak but have still increased our measures to reduce its impact. During this period, we have reviewed every operation of our care homes from hygiene to hospitality, personal care to hairdressing, no stone has been left unturned. We were rigorous and thorough from the start in our response Covid-19 and have continued this throughout the pandemic, putting our residents health and well-being at the forefront of any changes we make.

Now the vaccinations has started to be rolled out, we are delighted that every one of our residents and staff have been offered the first round of the vaccine. We know this does not provide full immunity, but it is a huge boost in the fight against the virus and we are looking forward to our Country Court family receiving their 2nd injections, to greatly protect our homes from Covid-19.

In the meantime, we remain vigilant against the risks the virus carries every day. We believe that all our residents should feel safe and comfortable within their own home and have ensured our covid-secure health and safety procedures impacts this as little as possible. Some of these you will notice, some will be a little less obvious, but we hope that you can see the reasons for each one. To help explain exactly what we are doing to keep you and your loved ones safe, we have taken the time to explain these measures in this document. Our teams are constantly monitoring and updating these practices to ensure our homes offer your loved one a happy, comfortable and secure place to live and enjoy life.

If you have any questions on how any of this works, please just ask your Home Manager or a member of staff.

Yours sincerely
Alykhan Kachra

Vaccinations

We are delighted our care home staff and residents are in the priority groups for the Covid-19 vaccinations, as this is the most vital tool in the fight against the virus.

As of January 2021, every member of staff and resident at Country Court has been offered the first round of the Covid-19 vaccination. This means that all 33 of our care homes have started the vaccination process, with many having received the second injection already.

For those unable to receive the vaccine initially (such as anyone who has tested positive for Covid-19 in the last 28 days), we are receiving regular visits from our local GPs to administer the first jab as soon as possible. This is the same for any new residents or staff in our homes, all of whom will be offered the vaccine as soon as they join us at Country Court.



Testing

Even with vaccinations, testing will remain a key aspect to protection against Covid-19. Since the start of the pandemic, one of the most important process we have implemented is the ongoing testing of all residents and staff for COVID-19, which was implemented several weeks before the government advice. We carry out regular testing for current infection of the virus, using two types of tests:

Lateral Flow Tests (LFTs)

All of our homes have been provided with LFTs to test staff before they come on shift. These tests are less accurate than PCR tests but are effective screening tools, providing results in less than 30 minutes, allowing us to identify potential cases quickly. We also use these LFTs if anyone in the home starts to exhibit symptoms.

PCR Swab Tests

All staff are tested on a weekly basis with the NHS 'Gold Standard' swab tests. This allows us to identify any potential cases that an LFT may miss and ensure reliability of results in our testing. Residents are tested on a 28 day basis as standard, which is increased if we identify (or suspect) any positive cases in a home.

As of the end of January 2021, 25,849 staff tests and 8,640 resident PCR tests had been completed in Country Court Care & Nursing Homes.

Data from our testing has showed that around 40% of positive cases of COVID-19 are A-Symptomatic, which makes our ongoing testing cycle particularly important. This ensures that we are well prepared to deal with the situation and having clear information on each person will further help us manage the health of our residents. At the start of the pandemic, we also privately sourced and purchased Antibody tests, to identify if anyone had previously had the virus. As of the end of January 2021, 414 staff and 1265 residents have been tested in Country Court Care & Nursing Homes.



Cleaning and Hygiene

Coping with Covid-19 in care homes has meant many changes in the way staff look and behave around your home. All staff must wear a mask regardless of their role. All staff providing personal care are required to wear a fluid repellent mask, gloves and apron. Each of our homes already have hand sanitiser dispensers at regular intervals and staff are trained to use these on a regular basis, alongside effective hand-washing.

Products

We use antimicrobial and hospital grade sanitisers.

Communal Areas

We have increased the frequency with which we clean communal areas with an emphasis on high contact surfaces including handrails, door handles, lift buttons, dining areas and seating areas.

Bedrooms

Cleaning and sanitising are carried out on a daily basis with an emphasis on high contact areas such as desks, chairs, remote controls, door handles and lighting controls.

Dining Areas

All high contact areas such as counters, handrails and equipment are sanitised at least once an hour. All dining tables, chairs and counters are sanitised after each use. Table linen and napkins are laundered after each use. All plates and cutlery will be rinsed and placed through the dishwashers to comply with food safety regulations.

Kitchens

Food preparation stations are sanitised at least once per hour and all kitchens are deep cleaned and sanitised at least once per day. Our chefs will be wearing the required PPE (personal protective equipment) whilst preparing your food and work from set stations with their own utensils. We continue to follow guidance from food standard agencies.

Air Conditioning

The air conditioning units in our care homes have been turned off. We have increased natural ventilation in our homes by keeping windows open to allow a flow of air.

PPE

Your home is well stocked with supplies such as tissues, soap and cleaning materials. All staff members have access to the full PPE required. In total The Country Court Group has over 8 million items of PPE and guaranteed deliveries to our homes for the next six months.

Residents in our homes are not required to wear PPE (unless they wish to). All of our team are provided with the relevant PPE for their role and given guidance on how to use it for each situation, as well as being trained how to dispose of single-use PPE and sessional-use PPE. We also ask visitors to wear PPE as per the current government guidance.

Training

As part of our commitment to staff development and resident safety, all staff receive regular and thorough training in a wide range of subjects. As standard, staff receive training covering hand-washing and respiratory hygiene and this has been revisited during the Covid-19 pandemic as a reminder.

99.4% of staff have completed Infection Control Training and 98.2% of staff have completed COSHH (Control of substances hazardous to health) training.



Visitors

Due to the fluid nature of the Covid-19 pandemic, our visiting policy is reviewed and updated on an ongoing basis and is separate to this document. For the most up to date visiting policy, please contact your Home Manager.

We ask that all visitors follow the policies within our home to keep residents safe. All visitors must report to reception, having entered the building through a thermal imaging machine to check their temperature. Visitors will be required to follow certain procedures, including only attending on pre-booked appointments, wearing suitable PPE and taking a Lateral Flow Test prior to their visit (which we will provide). We kindly ask that you do not move from the reception area without being asked and understand that visits will be different from normal situations.

How can you help?

Stay Alert

Please follow all the guidance for staying safe around our homes. If you are feeling unwell, please let a member of staff know immediately.

Hand Washing

Wash your hands thoroughly and regularly for at least 20 seconds throughout the day. Use hand sanitising stations whenever available.

Keep your Distance

Maintain safe distancing limits set by the Government (2 metres) and adhere to social distancing measures. We know this is difficult when seeing family members, but we ask you to respect this to maintain residents safety.

Follow the Signs

We have installed new signage and way-finding at all of our homes, to help with these new measures. Please look out for them and follow them when needed.

Be Patient

We know many of these new measures are different to before, but we hope you understand that they have been implemented for you and most importantly your loved ones safety. All our staff have worked extremely hard to keep our residents safe and will continue to do so, if there is anything we can do to help as part of this just ask.

We're here to help

All our staff from carers, to housekeepers, front of house and maintenance are all willing and happy to stop for a chat with our residents. If ever your loved one is missing their family we'll do our best to arrange a phone or video call.

For any questions, queries or help, your Home Manager is the first point of call. Just let them (or any of the staff) know if there is anything you need.



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