

Our Commitment to your Safety



Our family, caring for yours

Message from our CEO Alykhan Kachra



Dear Families,

Country Court have been caring for people since 1983, ensuring the safety, wellbeing and happiness of our residents and staff lies at the heart of everything we do.

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 have been rigorous and thorough in our response to the global pandemic and public health crisis.

We believe that all our residents should feel safe and comfortable within their own home and we have put many procedures in place to ensure residents ongoing health and safety. Some things you may not have noticed but other things will be more obvious, we hope that we've managed to reduce the impact and that life in our homes can continue as normal as much as is possible during these unprecedented times. We have taken the time to explain these measures in this document, so you can understand exactly what we are doing to keep you and everyone safe.

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

Testing

Testing is a key aspect to protection against Covid-19. The most important process we have implemented to keep everyone safe is the ongoing testing of all residents and staff for COVID-19 on a regular cycle, which was implemented several weeks before the government advice. We carry out two types of testing:

Viral tests

Testing for current infection. This is a swab to test whether someone is currently positive for Covid-19. All staff and residents are tested on a two week cycle where possible. As of the end of August, 8476 staff tests and 2540 resident tests had been completed in Country Court Care & Nursing Homes.

Antibody tests

Testing for any cases of previous infection. We have privately sourced and purchased these kits. This is a blood test and will confirm whether someone has previously been infected with Covid-19. As of the end of August 2020 2414 staff and 1265 residents have been tested 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. It is also the aim that it will help speed up the process of our homes returning to normal operation at a safe time to do so.



Cleaning and Hygiene

You will notice some 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. All of our homes already have hand sanitiser dispensers at regular intervals and staff are trained to use these on a regular basis.

We take pride in the cleanliness of our homes and the thorough nature of our deep clean rota. To add an extra layer of precaution, we have extended the scope and frequency of our cleaning routines.

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.

Staff have been provided with a re-usable mask and given guidance on how to use and keep it clean. They have also been trained how to dispose of single-use PPE and sessional-use PPE.



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 sign in, wash their hands and wait for further instructions for a member of staff. 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. All visitors will be required to sign a disclaimer and follow the full visiting policy which is set out separately to this document.

How can you help?

Stay Alert

If you are feeling unwell, please let a member of staff know immediately. Catch any coughs or sneezes in a disposable tissue and place it in a bin straight away.

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 (currently 1 metre plus) 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 some 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.

We have set up dedicated Covid-19 phone and email and we will do our best to answer any questions that you may have.

Telephone - **01733 465329**

Email - **covid19enquiry@countrycourtcare.com**

As the situation with Covid-19 changes, we will endeavour to update these guidelines. For more information we would refer you to www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public for the official current guidelines.





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01733 571951



@CountryCourtUK



www.countrycourtcare.com



info@countrycourtcare.com