

Residents, Family, Friends or Representatives – COVID-19 Update

Welcome to the Venturi Healthcare Blog regarding the Corona Virus pandemic. It is our intention to provide you with much needed updates on how our care homes are managing during this difficult time. We will endeavour to provide weekly updates regarding the measures the group have taken to maintain the safety and wellbeing of your loved ones. Should you want a personalised update on your family or friend please contact the Manager at the care home directly and they will be more than happy to provide this. *This document will always start with the most recent update.*

Blog Number 4

Date of Issue: 21st April 2020

Once again we would like to take this opportunity to provide you with a brief update on all Venturi Healthcare Homes as we continue to deliver the best possible care to your loved ones.

Firstly, it is important to note that all measures taken within our homes reflect the most up to date Government and Public Health Guidance. Staff are being extremely vigilant in regards to their own health and if they become symptomatic, they isolate with immediate effect. As testing is now available to all Healthcare workers, the tests are booked within the first three to five days of their symptoms surfacing. This means those who test negative can return to work and continue to care for your loved one and those who may test positive isolate following current guidelines.

The Housekeeping Team continue to work effectively, ensuring surfaces, doors etc are disinfected regularly. This supports the prevention of further cross infection by killing the virus on all hard surfaces.

There has been a lot of media attention recently around personal protective equipment (PPE), or lack thereof. I can confirm that we have a good stock of PPE within the home, as such staff are protected and able to refresh their PPE within specified guidelines. The Clinical Operations Manager for the Group closely monitors the stock of PPE within all homes to ensure we do not fall short in this area.

We recognise that these are worrying times for you, and we are conscious that the media is reporting a high level of staff sickness both within the NHS and Care Homes. I am pleased to advise, although our absence rates are higher than normal, we are managing to ensure all homes are safely covered and staff return as soon as they are able.

We are working closely with our allied health professionals, implementing national and local guidance. This includes robust plans regarding management of resources and access to additional training. Training sessions are accessed by our staff remotely to enable us to continue to deliver care in-line with changing practice.

I wanted to reassure you that we are doing everything possible to continue to maintain a safe and engaging environment within our home. The level of commitment from our staff team has been overwhelming we cannot thank them enough for their support over this period.

I would also like to thank you, the relatives and family members who have shown nothing but support to our staff through this difficult time. It is lovely to see family members delivering treats and thank you cards to our staff (at a distance of course) to pass on their thanks. These little gestures of gratitude certainly motivate the team and are greatly appreciated! We recently had a surprise doorstep visit from a relative at our care home in Chorley - Rivington Park, they had made an Easter banner to cheer up all the residents and staff and hung it outside the home.



Blog Number 3

Date of Issue: 7th April 2020

As we venture in to our third week of lockdown across the country we wanted to provide you with an update on what has been happening within our Venturi Healthcare Care Homes.

We are pleased to say that all seven Venturi Care Homes remain free of COVID 19, both the Registered Manager and staff team have been extremely vigilant with infection control measures within the care homes. The restrictions on visitors has supported us in achieving a COVID19 free environment and although we appreciate this is difficult for all, the restrictions will remain in place for the foreseeable.

It is important that you are able to stay in touch with your loved ones, check on their wellbeing and recent activities with ease. As such, the Company are currently in the process of rolling out an online, secure platform in which daily updates regarding your relative/friend will be easily accessible. We hope to be able to provide more information regarding this in the very near future. In the mean time please continue to call the home and video call your loved one wherever possible.

Following regular updates from each care home, I can honestly say I feel immensely proud of the entire staff team who have continued to provide the very best care in these uncertain times. They are ensuring activities within the homes remain structured and engaging, it is important we try to maintain a positive environment for those living with us. Many of the homes are holding Easter celebrations, this includes arts and crafts, afternoon tea and of course indulging in a few treats, please visit the news page of our website to see further updates.

As many of you will be aware, we have an in-house Training and Development Officer who is ensuring compliance with staff training is well maintained. As we are not able to use our normal training

protocols of face to face, interactive sessions, our intention is to have video conference training sessions. These will be held in conjunction with online eLearning modules and competency audits will then be completed internally at the homes.

We will continue to provide updates to you via this blog, if there is anything particular you would like included, please email reception@venturihealthcare.co.uk

Please take care and be safe.

Blog Number 2

Date of Issue: 26th March 2020

We thought we would take this opportunity to provide you with an update on recent events within the Venturi Healthcare Homes following the recent outbreak of COVID-19.

Firstly, it is fully appreciated that this is an extremely stressful time for both our residents and you, it certainly is not ideal that you are not having the opportunity to visit each other within the care home. Thank you for your patience with this matter, as soon as we are able we will off course reduce the level of restrictions in regards to visiting the home. However, for the time being, all homes with the group will remain on full lock down with no visitors.

Many of you have asked, what measures the Company have in place to ensure the safety of both the residents and staff alike, we have tried to answer these questions below.

All Venturi Healthcare care homes are following Government guidelines regarding restricting visitation, these guidelines include Health Care Professionals and Agency Support Staff who are following strict hygiene protocols

Please be assured all individuals including staff are screened prior to entering the home to minimise the risk to our residents. These precautions are also being taken when a care home receives any new admissions, with all new residents being in a controlled, restricted environment for their first 7 days living with us. It is important we follow these measures to reduce any potential cross infection. The Company are working in partnership with allied professionals to support them and to ensure hospital beds remain available for acutely ill patients.

Our staff are all trained in infection control and are vigilant to the symptoms of COVID-19. We have a clear process should a resident, or member of staff present with symptoms, to date, we have managed to contain any potential COVID-19 symptoms, avoiding cross infection. This has resulted in all our homes being free of the COVID-19 virus.

Should a resident present with symptoms of COVID-19 staff will follow current medical advice provided by Public Health England. At this present time we are confident that we have sufficient and appropriate personal protection equipment (PPE) to care for people in our homes and keep our staff safe, working closely on a daily basis with our suppliers.

If a resident presents with symptoms, they will be cared for using stringent infection control practices, and with appropriate personal protection equipment (PPE) until we are confident that they are no longer infectious.

I wanted to reassure you that we are doing everything possible to continue to maintain a safe environment within our homes. Our staff team and Activity Coordinators are coming up with innovative ideas and activity sessions to keep residents entertained during this difficult period.

Wherever possible, discussions have been held with residents explaining the reasons why family and friends are unable to visit at this time. We have also provided 'easy read' guides to residents regarding COVID-19, whilst providing crucial one to one time and reassurances.

This past week a number of our homes have used video call apps such as skype and Whats App to maintain contact between residents and their loved ones. Whilst there has been a couple of teething problems in the early stages of this, overall it has been a great success and we wish for it to continue where possible during this period of isolation so please do get in touch with the Home Manager if this is something you are interested in partaking in.

Alternatively, you can continue to email the homes for any updates and be sure to review our updates available on the website.

Please take care and be safe.

Blog Number 1

Date of Issue: 17th March 2020

Dear Residents, Family, Friends or Representatives,

Here at Venturi Healthcare it is appreciated we are all concerned about the potential spread of COVID-19 (the new coronavirus) and how it may impact on your loved ones living with us. Making sure our residents are cared for in a safe and healthy environment is our top priority.

On the 16th March 2020, the Government advised care home providers are duty bound to restrict all visitors and non-essential personnel, from visiting our Homes, unfortunately this includes family and friends and will be in place until further notice.

Along with this directive we are posting signs in entrances to our homes notifying visitors that we are actively screening all individuals, including staff, who do need to enter the building.

To confirm, we may only allow visitors for compassionate care reasons, such as end-of-life situations. This will be handled on a case-by-case basis and we will actively screen anyone who visits for this purpose, further protective measures will also be followed during these visits. If visitors have respiratory symptoms or a fever, they will unfortunately be restricted from entering the building.



We understand that connecting with your loved ones is incredibly important and we are committed to doing everything we can to facilitate. Should you wish to consider alternative ways of communicating such as telephone, email, text, video chat or social media, we are happy to assist with these methods of communication. Please contact the Home Manager if you need assistance in using these alternative communication methods.

We will keep you informed on all future government recommendations as they continue to be released. We would like to assure you that our Senior Management Team and our Home Managers are in close contact with the local authority's and CCG's daily and are following their guidance. The entire team is at your service to help minimise the effects of any further changes due to the updated guidance which will ensure the safety and wellbeing of all the residents in our care.

We fully appreciate that this is a challenging time for all our residents, their families and friends. We would like to reassure you that we are devoting all our resources to help you and your loved ones return to normal as soon as possible.

Should you need any further information or assistance please do not hesitate to contact us.
