



Hillside Care Home

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Nurse

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To : All Family & Friends of Hillside Care Home
From : Gareth Bamsey

10th September 2020

Subject : Hillside Care Home – Update

Dear 'Family & Friends of Hillside Care Home'

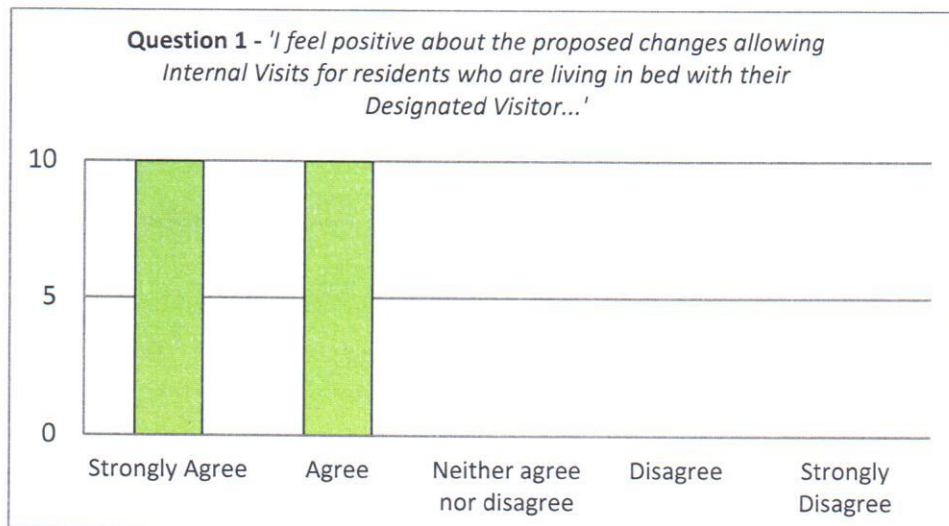
Covid-19 Update

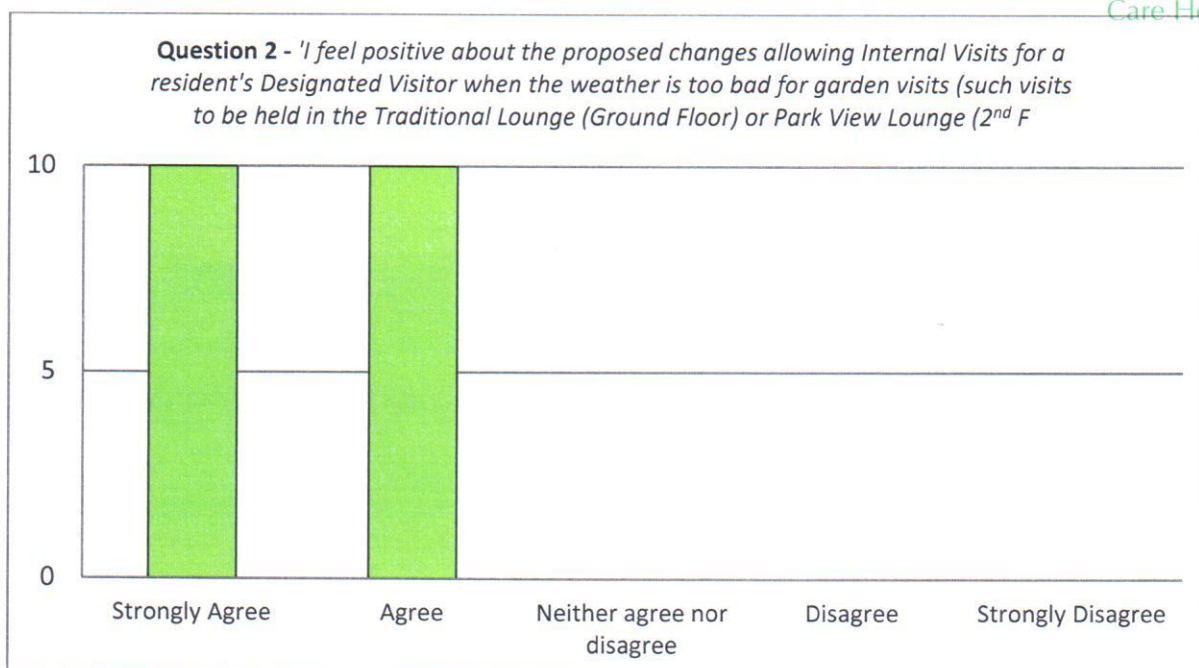
Following on from my letter earlier this week, you will be pleased to know that Alison's retest was negative. As she was also totally asymptomatic, hadn't travelled and hadn't been in contact with anyone with Covid-19, her original test result is formally treated as what is termed a 'False Positive' (*this is in agreement with Public Health Wales*). Hillside therefore still remains virus free. No residents currently have any of the symptoms associated with Covid-19 and no residents at the home have tested positive. *Please note that because the rate of False Positives is roughly 1 per 1,000, we will, in all likelihood, experience the odd random False Positive result again. This is apparently because the testing process itself is not an exact science.*

The fact that the home no longer has a positive staff test result also means that we can return to the 'new normal' in respect to visiting. As of today, Friday 11th September, please feel free to visit the home for any of the visits that you have already booked via our Booking System or via Kath onto the Booking System.

Family Consultation Questionnaire

Thank you for responding to the short consultation Questionnaire I sent out on the 1st September. We sent out about 80 questionnaires (*either via e-mail or post*) and received 20 responses, a 25% response rate. All of the responses from families were positive to both questions and in fact we received no responses from anyone that disagreed with the proposed changes:





Moving forward, we will therefore introduce this regime and I will describe the arrangements below. However, I wish to point out that these new arrangements will be kept under review in the context of the wider spread of the pandemic across the country and more specifically in the Swansea locality especially.

Visiting Arrangements

1. All families and friends should continue to hold outdoor visits wherever and whenever possible. Please just continue to use the Booking System as you have currently done or call Kath to book it onto the system if you prefer.
2. Please agree within your family who will be a particular resident's Designated Visitor and who will be a particular resident's Deputy Designated Visitor and then let Kath know.

A family member of a resident who fits within categories '1', '2' or '3' on their Personal Risk classification below can become a residents' Designated Visitor or Deputy Designated Visitor. This is because they will have a lower risk of introducing the Coronavirus. However, if you are in risk category 5 then, at this stage, you could not become the Designated Visitor or Deputy Designated Visitor.

- I. **No / negligible risk** – Someone who has previously tested positive for Coronavirus, has had Covid-19 (*i.e. the illness associated with the virus*) and it has been more than 14 days since their symptoms have subsided and who has subsequently tested negative (*i.e. someone who is likely to have a built in immunity to Coronavirus and is therefore most unlikely to catch the current version of the virus and, as a consequence, to be contagious*).
- II. **Very Low Risk** – Someone who is fully self-isolating themselves, who has food delivered and is not coming into contact (*i.e. within 2 meters*) with anyone else apart from other individual(s) whom they live with and who are also doing likewise.

- III. **Low risk** – Someone who is virtually self-isolating except for the occasional shopping visit or stroll in the park and living with one or two other individuals adopting similar measures.
- IV. **Medium Risk** – Someone who lives in a large, active household, with children and with few but more regular trips out.
- V. **High risk** – someone who currently / actively works in a Public Facing role, who works in a hospital environment, or works with children. Someone whose role or life-style means that there are a reasonable number of occasions when social distancing just can't be observed (*i.e. when you are within 2 meters of other people*).

We had responses from some families who fell within Risk Class 4 and so we have considered how we can still safely facilitate visits from such individuals and have come up with the following plan:

If you fall within Risk Class 4 and you wish to be a Resident's Designated Visitor then we propose to include you in our ongoing Covid Testing programme. You would therefore need to attend the home between 7:00 a.m. and 2:00 p.m. on days whenever the home is conducting its own bulk Covid testing programme (*this is now every two weeks although weekly testing may be re-introduced if community infection rates continue to increase*). In this way, we can lower your individual risk profile to a more acceptable level and facilitate visits between you and your loved one. When you let Kath know that you will be a particular resident's Designated Visitor please also let her know that you will need to be included in the home's Covid Testing programme. You will then receive a generic text message a day or two before the next round of Covid tests to confirm.

3. If the weather is not suitable for outside visits AND you are a Resident's Designated Visitor then the visit can still go ahead but it will be held in one of the two lounges (*...and you will need to still maintain 2 metres Social Distancing at all times AND wear a face mask*).
4. If the weather is not suitable for outside visits and you are NOT a Resident's Designated Visitor then your visit will unfortunately need to be cancelled.
5. If a Resident is unable to attend Outside Visits at all AND you are their Designated Visitor, then you will be able to visit your loved one in their own Bedroom (*...and you will also need to still maintain 2 metres Social Distancing at all times AND wear a face mask*).

Please use the same booking system to book visits to your loved ones if they are living in bed. This 3rd Option on the Booking System will go live from Monday 14th September, the time slots starting at 15 minutes past the hour to help ensure that we do not have too many people arriving at the same time. All Internal Visits, to either lounges or individual's Bedrooms will still be limited to 30 minutes.

If you have any questions or concerns regarding any of the above then please do not hesitate to speak with Margaret, Lissy or myself and I'd like to thank you once again for all of your kindness and support throughout this pandemic.

Warm regards



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