

**Hillside Care Home**

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

30<sup>th</sup> June 2022

Subject : **Hillside Care Home – Update & Questionnaire**

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Dear 'Family & Friends of Hillside Care Home'

Welcome to the latest update.

**Current Covid Status**

I had hoped to have been beyond writing to families with Covid updates but the latest sub-variant(s) have shown this wish to be premature. At Hillside we are just experiencing a resurgence of the Covid virus and several residents on the 2<sup>nd</sup> floor have recently become slightly unwell and have tested positive (*their families having been contacted directly*). Several members of staff having also tested positive yesterday. If you visit the home you will therefore notice that the team have started to wear masks again.

As we all know, the pandemic is in a different phase now and the statistics show that individuals who have been vaccinated and have received the boosters seem to be much less impacted by the virus should they get it. The isolation time from onset of symptoms (*or having tested positive*) is now also only 5 days as opposed to 14 originally.

As per the Welsh Government Guidance, we are not going to restrict visiting as residents enjoy visits from their families and friends which improves their sense of wellbeing. However, if you have a particular vulnerability that you are concerned about or you just do not wish to be exposed to Covid at this time then you may wish to postpone a visit. Alternatively, you may prefer to reduce your potential exposure by booking an outside visit in either the Ground or 2<sup>nd</sup> floor visiting areas via our [Online Booking system](#).

We politely request that you wear a mask if you come into the home whilst in communal areas and that you take an LFD test prior to visiting. If you need any masks or some LFD Tests from us then please just ask.

**Other Developments**

We are continuing to re-energise the Home Improvement initiatives.

- I hope you like the new oak doors that we have installed at the rear.
- The new carpets have now been installed throughout the home. This proved to be an extremely time consuming and logistical challenge as many of the historic floors needed to be re-boarded and levelled in order to create a suitable surface for the specialist carpets, which needed to be fitted using adhesive.

- We have now moved to an electronic medication administration system which improves the rigour that we have in this area.
- We've fully refurbished a couple of bedrooms and are currently completing a full upgrade of Bedroom 4 on the Ground Floor.

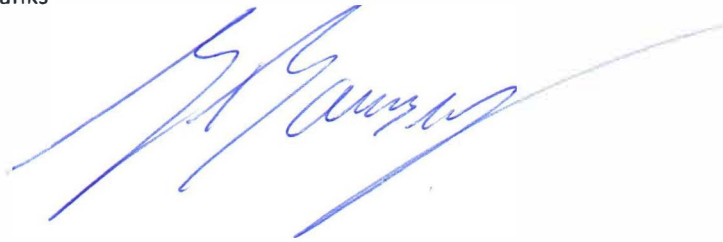
In coming months we will be completing the door upgrade *project (installing the electronic closers on any older doors)* and we will be fully upgrading the Assisted Bathroom and Assisted Shower room on the 2<sup>nd</sup> floor. However, the lead time on the specialist Arjo Bath we've ordered is over 10 months. We're also aiming to upgrade the Residents'/Families' Broadband Services to a 900 meg BT Fibre service in order to improve the streaming experience for residents who want this.

You may have also noticed that trips out, entertainment and special events are all happening on a regular basis again which is lovely to see.

#### **Quality Survey**

I have enclosed a copy of the Quality Survey which I would be most grateful if you would complete and return to us as your feedback and suggestions are important (*...and if you prefer to receive letters electronically, then simply click here... [QualitySurvey link](#)*).

Many thanks



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