

## **Admissions to Brendoncare during the coronavirus pandemic**

Considering a move to a care home can raise a lot of questions.

We understand that in these unusual times, our expertise in care and support are needed as much now as always.

Our homes continue to offer a safe, kind and caring community for all those who live with us. We pride ourselves on putting care at the heart of all we do.

We hope that the following FAQ's will help guide you. Please feel able to contact your local Brendoncare home, or call our head office on 01962 852133

### **Are you accepting new care home admissions?**

Yes, most of our homes are open for admissions and we look forward to welcoming new residents.

If you have a loved one or client who could benefit from being in a care home during this time, please contact your local Brendoncare home, or our head office on 01962 852133

### **What happens when a new resident moves in to a Brendoncare home?**

All new residents moving in to one of our care homes will isolate for 14 days in line with government guidelines. This ensures the safety of your loved one and our existing residents. We will review this as government guidance is updated, and when we feel it is in the best interests of all residents for isolation periods to be reduced.

During this period and always, our staff place care and kindness at the heart of all we do. Although things have changed in recent months, a sense of friendship and community is still evident in our homes and we do all we can to extend a warm welcome.

### **What is life like in a Brendoncare home during coronavirus?**

While communal dining and activities are suspended and social distancing measures are in place, we are still enjoying friendship, companionship, joy and laughter. Residents have peace of mind, knowing that there is always someone nearby.

We regularly keep in contact with relatives, and you can also follow regular updates on our Facebook pages. One recent post showed a singer in one of our gardens sharing his songs with residents on the balcony and in the garden while they enjoyed afternoon tea.

We are being as creative as possible to maintain the atmosphere we create in our homes. You can read what families and friends think of us at [www.carehome.co.uk](http://www.carehome.co.uk).

### **Is testing for coronavirus carried out before admission?**

For admissions from home, a coronavirus test is not required. During the care assessment we will ask about any coronavirus symptoms, and once admitted, we are currently taking temperatures twice each day. If a test is required once you are living with us, we are able to organise that.

For admissions from hospital we do require a coronavirus test to have taken place. Individuals who have tested negative, or who are approaching the end of their isolation period will be considered for admission.

All admissions are currently subject to a 14 day isolation period.

### **Can I visit the care home to see if I'd like to choose it for my loved one?**

No, at this time we are absolutely focused on protecting residents from coronavirus and therefore only essential visits are taking place.

Our website contains many photographs of our homes, and our care home managers will be pleased to meet you on a telephone or video call to tell you more about their home. Our website contains extensive information about every home, and we will be very happy to take the time to address any questions you may have.

### **Am I able to visit my loved one in the home?**

Sadly, to protect every resident of our home, we are currently closed to non-essential visitors. The only exception to this is for the next of kin or closest relative for those residents who are receiving care at the end of their life.

We understand that it is very difficult to have such an extended period without visiting and during this time we have proactively assisted families where needed with telephone and video calls.

As the lockdown begins to ease, we are actively considering and trialing different options to make visiting safe and practical. In normal times, visiting to our homes is unlimited and guests are always welcome, and we very much look forward to the time when we are able to fully open our doors again.

**How is care provided during coronavirus?**

For us, the delivery of care is very similar to before the pandemic. Our staff always practise excellent hygiene and infection control.

The significant change is the use of personal protective equipment (PPE) across our homes at all times now. This is used followed Public Health England guidance at all times, and is needed to protect both staff and residents.