

Admissions to Brendoncare during the coronavirus pandemic

Considering a move to a care home can raise a lot of questions for individuals and their loved ones.

In these unusual times, we are here to help you make the choice that is right for you and your family. 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 FAQs will help you.

Please feel able to contact us on 01962 852133 if you would like any further information.

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Are you accepting new care home admissions?

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

If you have a loved one who could benefit from the professional care and support we provide, 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 some 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.

In some of our homes, where space allows, we are able to welcome one relative to move in with the resident in a separate nearby bedroom, free of charge, to help with settling in for up to two weeks. This will enable the family member to get to know the home and staff team. Further details are available on our website [here](#).

What is life like in a Brendoncare home during coronavirus?

While social distancing measures are in place, we are still enjoying friendship, companionship, joy and laughter. Life is much the same as normal (now that we are all used to seeing staff in PPE!). Residents have peace of mind, knowing that there is always someone nearby to enjoy spending time with.

We regularly keep in contact with relatives by phone and letter, and you can also follow daily updates on our Facebook pages. 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 carehome.co.uk

Is testing for coronavirus carried out before admission?

For admissions from home, a coronavirus test will be provided to the new residents before admission, or soon after move in. We are conducting monthly coronavirus tests for all residents currently, as well as weekly testing for all staff.

For admissions from hospital, we will ask for the result of the most recent coronavirus test.

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?

Unfortunately, at this time we are only allowing essential visiting in the home to ensure the safety of those who live with us.

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. We are happy to organise video tours, and have lots of photographs on our website as well as videos and information we can send to you.

In some homes we may be able to welcome you to the gardens to see the home from outside, and to meet with the home manager.

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

We are now offering garden and window visiting at every home, and in some homes, indoor visiting in covid-secure spaces. We have made adaptations to homes to accommodate this and it is our intention to offer as much visiting as is safely possible. We are also happy to support residents with video calling.

Outside of the pandemic, in normal times, visiting to our homes is unlimited and always welcome, and we very much look forward to the time when we are able to fully open our doors again.

A change in local circumstances may mean that we have to place temporary restrictions on visiting.

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 increase in 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.