

Our Commitment to your Safety



Our family, caring for yours

Message from our CEO Alykhan Kachra



Dear Families,

As the Coronavirus pandemic evolves into its 2nd year, at Country Court we continue to remain vigilant to its impact on life in our homes. Throughout this time, we have followed thorough infection control procedures in all of our homes, as we know this is the bedrock to safety. These practices mean we have been as well-equipped as anyone to deal with the Covid-19 outbreak but have still increased our measures to reduce its impact. During this period, we have reviewed every operation of our care homes from hygiene to hospitality, personal care to hairdressing, no stone has been left unturned. We were rigorous and thorough from the start in our response Covid-19 and have continued this throughout the pandemic, putting our residents health and well-being at the forefront of any changes we make.

Now the vaccination program has been established, we are delighted that every one of our residents and staff have had at least two doses of the vaccine, with the majority of them also receiving their booster jabs. We know this does not completely stop Covid, but the vaccine has had the single biggest success in reducing the impact of Covid-19 in our homes.

Despite this, we know we must remain vigilant to the risks the virus carries every day. We believe that all our residents should feel safe and comfortable within their own home and have ensured our covid-secure health and safety procedures impacts this as little as possible. Some of these you will notice, some will be a little less obvious, but we hope that you can see the reasons for each one. To help explain exactly what we are doing to keep you and your loved ones safe, we have taken the time to explain these measures in this document. Our teams are constantly monitoring and updating these practices to ensure our homes offer your loved one a happy, comfortable and secure place to live and enjoy life.

If you have any questions on how any of this works, please just ask your Home Manager or a member of staff.

Yours sincerely
Alykhan Kachra

Vaccinations

We are delighted our care home staff and residents are in the priority groups for the Covid-19 vaccinations, as this is the most vital tool in the fight against the virus.

As of December 2021, every member of staff and resident at Country Court have had both doses of their vaccination. The large majority have also received their booster jabs, offering the best possible protection against the virus.

All new staff who start work at Country Court will have to be double vaccinated as a minimum and any new residents will be offered the vaccine as soon as they join us in a home.



Testing

Even with vaccinations, testing will remain a key aspect to protection against Covid-19. Since the start of the pandemic, one of the most important process we have implemented is the ongoing testing of all residents and staff for Covid-19, which was implemented several weeks before the government advice. We carry out regular testing for current infection of the virus, using two types of tests:

Lateral Flow Tests (LFTs)

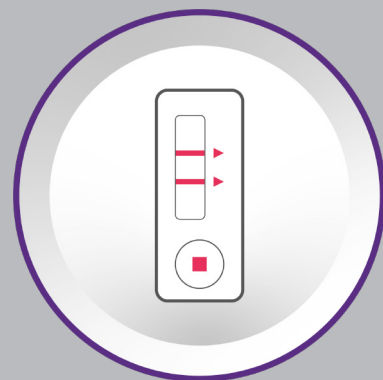
All of our homes have been provided with LFTs to test staff before they come on shift. These are effective screening tools, providing results in less than 15 minutes, allowing us to identify potential cases quickly and stop anyone potentially infected with the virus from coming into contact with residents. All visitors to our care homes are required to provide a negative LFT result before entering the home. We also use these LFTs if anyone in the home starts to exhibit symptoms.

PCR Swab Tests

All staff are tested on a weekly basis with the NHS 'Gold Standard' swab tests. This ensures reliability of results in our testing. Residents are tested on regular cycle, ranging from weekly to monthly, depending on the requirements of the home. Testing is increased if we identify (or suspect) any positive cases in a home.

As of December 2021, 46,319 staff tests and 16,146 resident PCR tests have been completed across Country Court Care & Nursing Homes.

At the start of the pandemic we also privately sourced and purchased Antibody tests, to identify anyone who had previously had the virus. Over this period we performed 2203 tests on staff and 1098 tests on residents to help understand and manage the spread of Covid-19.



Cleaning and Hygiene

Coping with Covid-19 in care homes has meant many changes in the way staff look and behave around your home. All staff must wear a mask regardless of their role. All staff providing personal care will be provided with the relevant PPE. Each of our homes already have hand sanitiser dispensers at regular intervals and staff are trained to use these on a regular basis, alongside effective hand-washing.

Products

We use antimicrobial and hospital grade sanitisers.

Communal Areas

We have increased the frequency with which we clean communal areas with an emphasis on high contact surfaces including handrails, door handles, lift buttons, dining areas and seating areas.

Bedrooms

Cleaning and sanitising are carried out on a daily basis with an emphasis on high contact areas such as desks, chairs, remote controls, door handles and lighting controls.

Dining Areas

All high contact areas such as counters, handrails and equipment are sanitised at least once an hour. All dining tables, chairs and counters are sanitised after each use. Table linen and napkins are laundered after each use. All plates and cutlery will be rinsed and placed through the dishwashers to comply with food safety regulations.

Kitchens

Food preparation stations are sanitised at least once per hour and all kitchens are deep cleaned and sanitised at least once per day. Our chefs will be wearing the required PPE (personal protective equipment) whilst preparing your food and work from set stations with their own utensils. We continue to follow guidance from food standard agencies.

Air Conditioning

The air conditioning units in our care homes have been turned off. We have increased natural ventilation in our homes by keeping windows open to allow a flow of air.

PPE

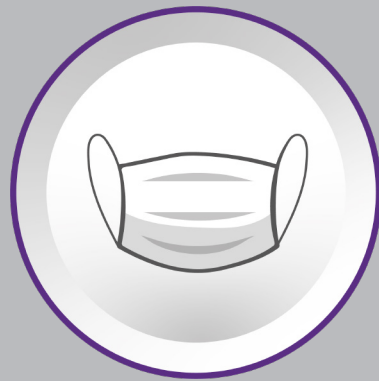
Your home is well stocked with supplies such as tissues, soap and cleaning materials. All staff members have access to the full PPE required. In total The Country Court Group has over 8 million items of PPE and guaranteed deliveries to our homes for the next six months.

Residents in our homes are not required to wear PPE (unless they wish to). All of our team are provided with the relevant PPE for their role and given guidance on how to use it for each situation, as well as being trained how to dispose of single-use PPE and sessional-use PPE. We also ask visitors to wear PPE as per the current government guidance.

Training

As part of our commitment to staff development and resident safety, all staff receive regular and thorough training in a wide range of subjects. As standard, staff receive training covering hand-washing and respiratory hygiene and this has been revisited during the Covid-19 pandemic as a reminder.

99.4% of staff have completed Infection Control Training and 98.2% of staff have completed COSHH (Control of substances hazardous to health) training.



Visitors

Due to the fluid nature of the Covid-19 pandemic, our visiting policy is reviewed and updated on an ongoing basis and is separate to this document. For the most up to date visiting policy, please contact your Home Manager.

We ask that all visitors follow the policies within our home to keep residents safe. All visitors must report to reception, having entered the building through a thermal imaging machine to check their temperature. Visitors will be required to follow certain procedures, including only attending on pre-booked appointments, wearing suitable PPE and taking a Lateral Flow Test prior to their visit (which we will provide). We kindly ask that you do not move from the reception area without being asked and understand that visits will be different from normal situations.

How can you help?

Stay Alert

The guidance at our homes can change regularly, due to the fast moving situation. Please follow this as best you can, to ensure everyone can stay safe in the home. If you are feeling unwell, please let a member of staff know immediately.

Get Vaccinated

While it is not mandatory for visitors to our homes to be vaccinated, we strongly advise people to do so. This not only protects you and your loved one, but also every other person in the care home.

Wear a mask and wash your hands

Masks are mandatory in our homes. We also ask that you wash your hands thoroughly on entrance and use the hand sanitising stations wherever available.

Follow the Signs

As the guidance can change regularly, please keep an eye out for any changes displayed in the home, as well as the way-finding and directional signage we have installed.

Be Patient

We know many of these measures are different to previously and the regular changes can be frustrating. We hope you understand they have been implemented for everyone's safety. All of our staff continue to work extremely hard to keep our residents safe and will continue to do so, to the guidance to provide them. We will of course take all feedback on board so if you have any questions or suggestions please just let us know.

We're here to help

All our staff from carers, to housekeepers, front of house and maintenance are all willing and happy to stop for a chat with our residents. If ever your loved one is missing their family we'll do our best to arrange a phone or video call.

For any questions, queries or help, your Home Manager is the first point of call. Just let them (or any of the staff) know if there is anything you need.



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