

Guide for New Admissions during Covid-19, *your questions answered*

The aim of this guide is to provide information on Quantum Care's approach to the Covid-19 pandemic and answer frequently asked questions regarding the New Admissions Process.



Robust Infection Control

Highest standard of infection control measures and enhanced hygiene procedures.



Fully stocked PPE

All homes have constant supply of good quality PPE.



Your Wellbeing is our Priority

Our residents are at the heart of all we do.



Highly Trained Staff

Our care home teams are among some of the most well trained in the industry.



Virtual Tours and FaceTime

Meet the team and see the homes facilities without visiting.



High quality care

Consistently achieving high Care Quality Commission ratings.



Keeping in touch

Maintaining vital relationships with family and friends.



Call **01707 393293**

or email our specialist team on enquiries@quantumcare.co.uk to book a virtual tour or assessment of your care needs.



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We understand that choosing a care home is a very important decision, that's why our teams are on hand to answer any questions you have and to help you through the process. We want to assure you that we are well-prepared to welcome you and your loved one into our home. Whether it's a short break or a long-term care placement, our highly trained staff teams are here to support you or your loved one 24 hours a day, 7 days a week.

Throughout the Covid-19 pandemic we continue with our heightened infection prevention measures, enhanced healthcare surveillance all delivered by our trained staff members in the least intrusive way. One of our core values is that Our residents are at the heart of all we do and you can be reassured that the health and welfare of you or your loved one remains our top priority.

Stewart Mynott, Director of Operations

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For more information please visit: <https://www.quantumcare.co.uk/covid-19-aware>

Frequently Asked Questions for Prospective Residents

PRE-ADMISSION

How can I view the home and its facilities?

Whilst our homes are closed to non-essential visitors, we are unable to show you around in the traditional way. Instead, we can give you a virtual tour of the home using a video link. During the tour we can show you the facilities at the home, including your room. You will also be able to talk to a member of the home's senior team, who will be able to answer any questions you have about life in the home. If you have access to the internet, you can also find information on our homes' webpages including a Photo Gallery, Meet the Team and a News section. Alternatively, we can send you some information in the post if you would prefer.

How will you carry out my care assessment?

Understanding all about your life history, your needs and the people and places close to your heart will help us to ensure that the care and support we provide is designed especially for you. Before you come into the home, a member of our care team will carry out a detailed assessment to ensure that we can provide the service that you require. This assessment will be carried out either by video link or on the telephone with you and your family member or representative.

Do I need to have a Covid-19 test before moving in to the home?

All new residents will need to have a negative Covid-19 test 48 hours prior to admission to the home and you will need to provide the home with a copy of the result. When you have your care assessment, your local team will be able to advise you on where and how the test can be carried out. If your test is positive, your admission will be delayed until you have no further symptoms or up to 14 days from the date of your test as a precaution.

Will I need to be in isolation when I come into the home?

As per Government and Public Health England advice, all residents coming into a care home need to remain in isolation in their room for the first 14 days of their stay with us.

ADMISSION DAY – What will happen

What will happen on moving in day?

On the day of your admission, your family or friend will need to bring you to the home. Our colleagues will be ready to greet you and introduce you to the team that will be looking after you. Unfortunately, your family or friends will not be able to accompany you into the home. Whilst we understand that this is a difficult and emotional time, we hope that you will understand that the health and welfare of everybody involved is of paramount importance and we need to take this measure in order to protect those who are already living in the home. Once inside, you will be shown to your room and the team will help you to unpack and settle into your new surroundings.

What can I bring with me from home?

All rooms are fully furnished, including an armchair. This is your new home whether it be for a short-stay or long-term, so we welcome you to bring home comforts such as ornaments, pictures and photos along with your clothing and toiletries. All items need to be washable as they will be sanitised before being placed into your room. If you wish to bring any soft furnishings into the home, then you will need to discuss this with the home's senior team before you move in to the home.

Will the staff be wearing Personal Protective Equipment (P.P.E)?

When you meet our staff teams, they will be wearing full PPE. This means their faces will be covered by a mask and they will be wearing aprons, gloves and in some instances a visor may be worn. Although this might seem a bit alarming at first, we want to prepare you in advance so that you understand that the teams are wearing this equipment for everybody's protection. This policy is currently standard in all care homes and is in line with the guidance from Public Health England. You may have seen much in the media about the lack of PPE in care homes. You can be assured that we have full supplies of PPE and our teams have never been without.

Frequently Asked Questions for Prospective Residents

SETTLING INTO YOUR NEW HOME

What will it be like during the 14-day isolation period?

During this time, our care teams will be on hand to provide you with all the care and support you need. Although you will need to remain in your bedroom, you will be assisted with all your health and personal care needs and all your meals and snacks will be brought to you. We will also help you to keep in touch with your loved ones via the telephone or with video calls. This time will help us to get to know you well and to find out about your likes, dislikes, hobbies and interests.

Will I be tested whilst at the home?

We have regular testing in all of our homes, which means that you may be tested for Covid-19 during your stay with us. This testing is part of our on-going measures to combat the virus.

Can my family come and visit me while I am at the home?

In March, Quantum Care made the decision to stop all non-essential visitors as we believed this was necessary to help us minimise the spread of Covid-19 into our homes. From July, in line with the Government's easing of the lockdown measures, we introduced socially-distanced garden visits into our homes for those that are able to observe/understand social distancing. Please note that socially distanced garden visits apply to homes that have been free of any infection for 28 days, and may be withdrawn if we are advised to do so as a result of Local Government directed lockdown measures. We will do everything we can to keep you in touch with your family and friends however, and we will also keep them updated on how you are doing.

How can I maintain contact with my family and friends?

We have various means of staying-connected. Staff can assist you with making regular telephone calls, FaceTime, Video-messages and Skype. You can also send and receive post to and from the home's address.

What will my life be like in the home?

Once your isolation period is complete, we will begin to introduce you to the other people living in your household and it will not be long before you become part of the Quantum Care family. We want to make sure that your stay with us is as enjoyable and sociable as possible, all within the restraints that Covid-19 has placed upon us. Whilst we are unable to invite live entertainers into our homes or go on outings, we have instead found other ways of keeping everyone involved and engaged. Activities include arts and crafts, quizzes, music and dance, gardening, baking, Namaste relaxation sessions and armchair exercise to name a few.

We understand the importance of looking and feeling our best so our multi-talented staff go above and beyond to deliver a hairdressing and grooming service.

If a Covid-19 positive test is confirmed in the home, do you inform my family and I?

We can assure you that if we have a confirmed case in the home all residents and next of kin would be informed and then continually kept up to date until a time where re-testing has confirmed negative result/s.

Who monitors the standards of quality during this time?

Our Quality Assurance process has continued throughout. Our central teams are in regular touch with our homes to monitor the health, safety and well-being of residents as well as the standards and quality of our care. In addition to our internal quality assurance, we are in regular contact with our regulators.

What health, safety and hygiene measures are in place to stop the spread of Covid-19?

At Quantum Care, the health, safety and well-being of our residents, colleagues and visitors is our utmost priority. Despite the easing of the national Covid-19 situation, we are extremely vigilant and will continue to insist on the strictest protocols in all our homes for hygiene, health surveillance and the use of PPE at all times.

- We are closely monitoring government and clinical guidance and are ensuring that our colleagues are following all the latest advice.
- All of our teams are trained to the highest standard in Infection Control Measures and are following enhanced hygiene procedures within the home.
- Each home has an Infection, Prevention and Control Information Station where we are reinforcing messages of excellent personal hygiene for colleagues and making sure we have all the latest updates on how they can help.
- Our housekeeping teams are making sure our homes are kept thoroughly cleaned and disinfected, paying close attention to frequently touched surfaces and objects.
- We are working closely with our clinical partners to ensure that residents are receiving all the health care and support they need. Our staff teams have been trained to recognise the signs and symptoms of Covid-19 to enable them to carry out rigorous and regular surveillance and to quickly respond if somebody is unwell.

General Covid-19 related enquiries and updates

To minimise high call volumes to our homes we have produced a number of documents that are continually being updated in line with new advice from Government and Public Health England (PHE). These can be found on our website <https://www.quantumcare.co.uk/covid-19-aware>



If you have any general questions that have not been addressed in this guide or on our website please feel free to email enquiries@quantumcare.co.uk or telephone **01707 393293**.