

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 standards of infection prevention and control



Personal Protective Equipment
Full stocks of PPE, worn at all times



Your Wellbeing is our Priority
Prescriptions, GP and Healthcare visits all taken care of



Highly Trained Staff
Our care teams are among some of the most well-trained in the industry



Virtual Tours
Meet the team and see the home's facilities via video link



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?

Due to Covid-19 restrictions, visitors will need to take a Lateral Flow Test before entry into the home. The test will be by appointment only and can be performed in your car or in a designated area. On passing the test you will be permitted into the home but will need to sanitise your hands and wear Personal Protective Equipment (PPE). We can also 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' web pages 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 team will perform a pre-assessment screening by telephone. A member of our care team will then carry out a detailed assessment to ensure that we can provide the service that you require. Assessments can also 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 and be vaccinated before moving in to the home?

All new residents from the community will need to have received a negative Covid-19 PCR test result within 72 hours prior to admission and should not be exhibiting any symptoms on the day of admission. There will be no need to self isolate though an enhanced testing regime will then commence. New residents will receive a PCR test on the day of admission and a further PCR test 7 days following admission. Additionally, there may be daily rapid lateral flow testing until the final PCR result has been received. New residents should be fully vaccinated (plus 3 weeks) wherever possible.

ADMISSION DAY - What will happen

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

Only residents who cannot fulfill the above admission requirements, or those coming in from interim care facilities such as a hospital, will need to self isolate. The isolation period is 14 days and follows a negative PCR test and a further testing regime after admission.

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. You will be given a Covid-19 PCR test and if your family or friend wish to accompany you into the home they will need to take a Covid-19 lateral flow test and will need to wear the provided PPE. 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.

Frequently Asked Questions for Prospective Residents

SETTLING INTO YOUR NEW 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.

Will I be tested whilst at the home?

We have regular testing in all of our homes, which means that you will 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?

Yes. At Quantum Care, we understand the importance of maintaining vital contact between families and friends and are fully committed to ensuring that residents are able to enjoy visits from their loved ones wherever possible. We follow all guidance issued by the Government and by Central and Local Public Health teams. Currently this means we offer window, garden and pod visits, as well as closer contact visits from relative/friends within the home. All visits must follow strict safety procedures so if you are planning a visit, please contact the home directly and they will be able to issue you with the relevant guidance. Please note that all visits apply to homes that have been free of any infection for 14 days (unless advised otherwise by our local Public Health Department).

How can I maintain contact with my family and friends?

As well as our various visiting options, we have a number of ways to help you stay connected with family and friends. Staff will assist you with making regular telephone calls, FaceTime, Video-messages, email 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?

When you're ready, 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 we are able to go on outings, and we have 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 and much more.

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. 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

For more information, including frequently asked questions for families and friends, please visit 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.