

Coronavirus: Visitor guidance – 20th March 2020

As the UK has now moved into the delay phase in its fight against the coronavirus, plans are in place to try and tackle this fast-spreading virus. These plans are escalating in line with the spread of the virus and the information flow and decisions from the Government.

At Alpha Health Care we are committed to keeping our Service Users, staff and visitors safe from the risk presented by Coronavirus (Covid-19). We have introduced, on a phased basis, a number of steps to increase protection to our Service Users, Staff and Visitors. These steps have included a communication programme, to educate and increase awareness, greater vigilance and security around infection control and increased access to hand washing and hand sanitising facilities.

Following guidance set out by the Government and its advice on social distancing, and the risks posed to individuals, within certain age and health categories, we have now moved to a more restrictive visitor policy. All external entertainment and visits from the local community have been suspended at this time and our Reminiscence and Care team will continue with the regular activities programmes and events, albeit within their specific units.

In relation to external visits we have taken the difficult decision to close both Lakeview and Waters Edge, to all general visits in order that we can keep your loved ones, and all our other Service Users, as safe as possible.

We have not taken this decision lightly, and appreciate that this will cause some upset, but feel that this is a necessary step to take at this time.

We recognise the importance of social interaction and the emotional and well-being benefits this can bring, but we do need to balance this with the unprecedented risks society is currently facing.

In **very limited circumstances**, such as End of Life care, individual visits can be arranged directly with your care home manager. These will be allowed by appointment in advance only, will be subject to a health declaration and temperature check at each visit. It remains likely that a full closure of access to our services may be needed in the very near future and at this point no visits will be allowed.

We would really appreciate your ongoing support, please be reassured that we are closely following and complying with the Public Health authorities guidance to keep our Service users and staff safe and we really appreciate your patience and understanding at this time.

If you have any questions please do not hesitate to contact your Registered Manager or email info@alphacarehomes.com

Kind regards

Mark Tomalin
Chief Executive Officer