

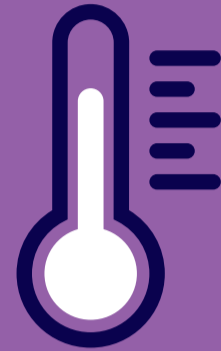
# Our approach to admissions over COVID-19



We are **COVID-WISE**  
We have made significant changes to how we deliver our services, while understanding and adhering to government policies. We are now confident that we are **COVID-WISE** in how we work



We have a good supply of **Personal Protective Equipment** including gloves, aprons, masks and visors



We conduct regular testing in our homes



We have robust deep cleaning processes in our homes and all our staff put safety first, including witnessed hand washing and changing clothes before entering our homes



We provide safe comfortable visits for our residents in our designated outside visiting areas



We are part of the National Care Forum and actively participate so we are completely up-to-date about COVID-WISE ways of working and COVID policy



All new residents isolate in their bedroom for 14 days when entering our homes. Our staff support them with excellent care, meaningful activities and friendship over this period



We provide meaningful activities and entertainment for our residents and provide a varied social programme



We keep our residents and relatives connected through video calls, phone calls and via our #MessageofSupport campaign



We are forever grateful to the people who have supported us with advice, donations and their time, allowing us the time to grow and learn and to become confident that we are COVID WISE.

We can therefore continue to do what we do best, support older people to live fulfilled lives and to put people at the heart of all that we do.