

An Update on the continuing Pandemic: Arrangements at the James Hirons Care Home

Since the very beginning of the COVID-19 Pandemic in early 2020 the James Hirons' Care Home has sought to balance our residents' freedoms, rights, and day-to-day quality of life alongside the need to introduce interventions and restrictions to protect and keep everyone as safe as possible. Our residents, as in all care homes, have had to cope with so much already and we are very grateful for their, their families' and our staff's continuing understanding and support as we clarify our approaches going forward.

All Staff testing has paused in accordance with latest guidance from 31st August 2022. Masks are now not worn but individual staff may at times wear a mask as a precautionary measure.

Residents We are constantly reviewing risk for our residents and in line with the latest assessment our residents are able to enjoy each others company in both groups and informal interactions.

Residents are now not tested asymptotically and would only require a test if showing any symptoms or have returned from a venue that is deemed high risk such as a hospital stay in a known covid area.

All Visitors testing has paused in accordance with latest guidance from 31st August 2022

Residents' Visitors We are very keen for our residents to have visitors! Residents are no longer required to nominate individuals for visits and there is no appointment schedule for visits. Visitors to the Home can visit at any time and visits can take place in the residents bedroom or any communal area of the home or gardens. Hand hygiene is supported, and masks no longer need to be worn during the visit.

Referrals for Permanent and Respite Care Yes, we are currently accepting referrals and new residents will receive a very warm welcome.

Choosing a Care Home that is right for you or your loved one is a very important and personal decision. You need access to information about the Home and, ideally, have the opportunity to get a real 'feel' that the Care Home you choose will genuinely offer the best experience.

Please contact us by telephone in the first instance to have all your initial questions answered around availability, fees etc. You will then be offered a speedy appointment with our Home Manager who will invite you to meet with him at the Home. From there you will be able to have a detailed discussion, go through the brochure together, see communal areas and view our extensive gardens. Our Home Manager will answer any questions you might have. If you would like to meet a specific member of staff, for example our Chef or Activities Co-ordinator, this can also be arranged.

Our response to hospital / community facility referrals is also speedy and reliable, with our Home Manager undertaking face-to-face visits and assessments of local referrals within 24 hours during weekdays and immediately liaising with family members and professionals.

The above policies will of course, be subject to change at very short notice if the situation were to worsen. We were very heartened by these words from the CQC Inspection of James Hirons last Summer: *People 'were treated equally and had their human rights and diversity respected. People enjoyed the company of staff and spent time getting to know them. Staff treated people kindly and promoted independence while respecting their right to privacy'* and we will continue to do everything we can to keep our residents safe and in good spirits.

Please do get in touch by telephone (01926 422425) or email (info@jameshirons.org.uk) with any queries and if you wish to discuss our approaches. We welcome your feedback.

Allan Fairweather, Home Manager

Barbara Beale, Chair, on behalf of Board of Trustees

24th May 2023