

re: COVID-19 Update 16th March 2020
Dear all

Thank you for continued support in these difficult times.

Please can I take the opportunity to share the latest guidelines and information we have from the Scottish Government, COSLA, Scottish Care and the Care inspectorate.

As a preventative measure to protect the health of all our residents and staff we are advising people not to visit our care homes until further notice.

We are in process of contacting all relatives and friends of our residents to advise them of our guidance and to inform them of how they can continue to keep in touch with loved ones during this difficult time.

In addition to family and friends, other non-essential visits suspended include entertainers, volunteers, and external trainers. We will ensure that essential services such as medical visits still take place as required.

We are carefully monitoring and reviewing the situation in our homes and can confirm that we currently do not have any suspected or confirmed cases of COVID-19 coronavirus. We are following Health Protection Scotland/NHS Scotland latest guidance for residential settings with a clear focus on the wellbeing of our vulnerable residents and staff. This is being kept under constant review.

As we all appreciate, the spread of COVID-19 continues to escalate therefore we must take all the measures available to us to protect the vulnerable and elderly people that we care for and minimise any potential risk. This is in line with wider care sector guidance.

This decision has not been taken lightly as we understand how important and valuable regular visits from family and friends are for everyone. We are aware that this will be an upsetting and distressing time for families, but we hope that you understand the precautionary measures that we must take as we genuinely do have everyone's best interests at heart. We will make our best endeavors to facilitate communication with your loved one over phone, text or video call during normal care home visiting hours during this time. Our staff are here to help to maintain communication as much as possible. In order to support our operations please can we ask you to limit phone calls into homes to the following times

Between
10am - 1145am 2pm - 430pm 6pm - 8pm

Please can we also ask that your family nominate a primary contact to contact us so that they can get the latest and up to date information we have and distribute accordingly amongst our residents family and friends.

In the case of medical end of life as assessed by the G.P, emergency, or other urgent situations, we will seek to facilitate visits which will be considered on an individual basis. We ask that family and friends discuss this with the care home manager as early as possible. Only visitors who have been screened to ensure they are not displaying symptoms will be allowed to enter our homes. If it is decided that the situation does not fall into the guidance we are being given please can you respect this decision.

Our staff have an even more important role to play during this outbreak, and we are supporting them to follow the latest guidance and care procedures. We are working closely with our teams to monitor their own health and well-being, including increases to water intake and nutrition. We have systems in place to communicate and obtain feedback from them regularly. We will continue to review our processes to support them to deliver essential care, particularly should any of them be affected. We want to take this opportunity to thank them all for their amazing hard work, dedication and resilience.

With thanks, as ever, for your continued support and cooperation. Our website home page will have our latest information available as quickly as we can: www.lindemann.healthcare

You can access relevant links to guidance below:

We are closely following and complying with information from Health Protection Scotland and Scottish Government to ensure we keep our residents safe, and that our amazing management and staff continue to deliver great care to all.

www.nhs.uk/conditions/coronavirus-covid-19

www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

<https://www.gov.scot/coronavirus-covid-19/>



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