

### Covid-19 Update for Marley Court

We are operating in very challenging circumstances with there currently being no immediate conclusion and end to the pressures that the pandemic is placing on us all. Our priority and commitment since the start of the pandemic has been primarily to keep your loved ones safe.

Whilst this, by any measure, certainly hasn't been easy and has presented many challenges, I wanted to assure you that we are and continue to do our absolute best to ensure the family that lives with us are protected from the pandemic and live a life as meaningful as possible. We have recently had a very successful CQC inspection in which the inspector praised Marley Court on our management of the pandemic.

### Keeping People Connected

We understand that being able to see their loved one is a priority for families during the pandemic. Being kept apart is difficult, even knowing that these restrictions are in place to keep our residents, staff and family members safe.

Visitations for families at Marley Court are dependent on local government guidelines, which we are closely monitoring and following at all times, and also at the discretion of the home on what we think is best suitable for the safety of our residents. After all, we see everybody here at Marley Court as a part of our family and we're sure you can understand the need to protect your family at all cost.

### Visitations Policy:

Policy and guidance from the government is changing rapidly and we are duty bound to respond to this. As the current indications suggest that we are in the deep enthrals of a second wave; regrettably we have had to suspend garden visits. Whilst we are confident that we are able to continue to offer these in a safe manner, we are mandated to oblige to the rules we are set.

## Keeping People Engaged

Whilst not being able to see family members has had an impact on our residents, we are doing our best to make sure they don't feel isolated and that they have regular activities and social opportunities to keep their morale up and their smiles bright during these difficult times.

Our team here at Marley Court have a good bond with residents and everybody is looking out for each other's wellbeing. In some ways, we feel like this is mutual - many of our residents are checking up with carers and staff members to see how they're doing!

Life at Marley is still as full-of-life and fun as always, and there's always laughter in our home. We have regular, stimulating activities to ensure our residents are engaged and that they don't feel isolated during the lockdown.

Whether it's arts and crafts, social activities, baking or country and western days - we encourage our residents to be active and social and to always keep smiling.

You will be able to keep updated with what's happening here at Marley Court in our monthly newsletter.



## Keeping People Safe

We are taking every precaution and safety measure we possible can to ensure the safety of our staff and residents. As a care home, safety has always been a priority at Marley Court and that's even more so with the current pandemic.

We have made many changes to our home to keep everyone inside our walls safe:

- **Correct PPE:** We ensure a good supply of PPE equipment in all our homes and that staff are wearing the required PPE at all times.
- **Strict Cleaning & Infection Control:** A strict cleaning regime is in place along with an infection control procedure.
- **Hand Sanitisation Systems:** Automatic hand sanitisation systems have been installed across all our homes.
- **Thermal Imaging:** We have thermal imaging screens at the entrance of each of our homes to monitor staff temperatures and ensure nobody comes into the homes with a fever.
- **Covid Testing:** We are performing regular Covid tests in all our care homes to ensure there are no active cases in our homes. This includes weekly tests for all staff and monthly tests for our residents
- **Organisation:** We have increased our staffing levels and staff now have lockers to avoid cross contamination.

We would like to thank the families of our residents for their support and understanding over the last few months. We want to assure you that we are taking every precaution to keep your loved ones safe whilst we are operating in currently one of the most covid vulnerable and challenging sectors.

I have been overwhelmed by the kindness, gratitude and thanks shown to our team at the home by our families and friends towards our carers who have worked relentlessly and selflessly through the pandemic. To thank our caring heroes we have recently written to every staff member to thank them for their heroic efforts in keeping your loved one safe and covid away from the home. They have each recently received a £100 bonus as our collective appreciation. In spite of the anxieties of a second wave and the experiences of a first wave, they remain steadfast in their mission to look after your loved one.

Yours sincerely,

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