

Covid-19 Update for Norley Hall

During the Coronavirus pandemic, we are doing the best that we can for our family and yours. Our top priorities during the pandemic is to keep people safe, connected with families and engaged within our home.

As recent news has made evident that the country is on it's way to a second wave, we wanted to take this opportunity to inform you of changes that have been made within our care home to support the Norley Hall family's safety and wellbeing.

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 Norley Hall 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 Norley Hall as a part of our family and we're sure you can understand the need to protect your family at all cost.

Visitations Policy:

Due to Wigan going into lockdown as of 25th September, we unfortunately can no longer allow visits to our home as per Government guidelines.

Whilst we understand how difficult this must be this is in place due to the spike in Covid cases in our area therefore it is imperative that we follow guidelines in place to keep our residents safe.

Visits for patients on palliative care will still be allowed regardless as long as temperatures are taken and hands are washed etc

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 Norley Hall 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 Norley Hall 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 creative lego sessions, arts and crafts, board games, physical activities or relaxing pamper 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 Norley Hall in our monthly newsletter.



Keeping People Safe

We are taking every precaution and safety measure we possibly can to ensure the safety of our staff and residents. As a care home, safety has always been a priority at Norley Hall 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.
- **New Investments:** new carpets in bedrooms, impervious/wipeable lounge and dining room furniture, bedding, laundry equipment, dishwasher, scrubs for staff and an ozone sanitation unit.
- **New Garden Furniture:** to facilitate garden visits once they are back up and running
- **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 regular tests for all staff and monthly tests for our residents
- **Organisation:** Staff have been co-horted onto floors to stop cross contamination and reduce traffic between floors.
- **Audits:** Home Manager, Ian is regularly conducting infection prevention control audits.

We would like to thank the families of our residents for their support and understanding over the last few months. Whilst it is evident that a second wave is on its way, we want to assure you that we are taking every precaution to keep your loved ones safe.'

We have made so many changes since the first wave that we are much more knowledgeable and prepared to keep our home safe during these unprecedented times.