

The Southcare Supporter

JANUARY 2021 | ISSUE 12
UPDATED 13.01.21

your monthly newsletter



LOOKING BACK AT LAST MONTH

2020: THE YEAR WE WILL NEVER FORGET

2020 was a challenge for all us, and no doubt we're all glad it's over. Now, in spite of 2021 starting with a national lockdown, we are hopeful that things will improve in the future. With [care homes being prioritised for the vaccine](#), we hope this year will bring with it some much-needed change and a better year than the last.

Even with the hardships of 2020, true strength and compassion came through. Local communities, schools, and businesses, volunteers, and our readers—residents' own relatives, volunteered their time, energy and resources to support us. The donations, gifts, drawings, letters, food, technology and shows of love brought a smile to our faces and, more often than not, tears to our eyes.

Last year also saw the need for sacrifice. Many throughout the country have made great sacrifices to be there for the vulnerable, to those struggling, and to everyone working on the front lines to beat this virus. Our staff members sacrificed seeing their own family - even their own children, sometimes - to make sure they

could be there for your family. We are so grateful to them for their dedication and genuine care—they are true heroes.

Let's not forget that 2020 also brought out our innovative side. What would we have done without technology and the new ways it allowed us to keep in touch, and reach out to those dear to us? Our residents love seeing their loved one's faces. Even it has to be on a computer screen, that live interaction is so precious and we have loved being a part of that.

Our residents' wellbeing continues to be our priority, especially at this time of year when so many are affected by the short days, cold weather and of course, the lockdown. We're continuing to keep our residents entertained with parties and as much social interaction with one another and staff members as possible. The government sees how important physical interaction is for our residents and now that all our homes are COVID-secure, we are ready and waiting for visits to be resumed soon!

We hope you enjoy reading through this issue of *The Southcare Supporter*, where we share the fun and festivity that was had by all despite it being a Christmas like no other.

OUR HOMES

Parties!

Each of our homes had a fantastic Christmas Party with all the trimmings! Residents got all dressed up in their glad rags, enjoyed some dancing, singing, games, carols, food, a little tippie, and had a roaring time. Smiles were all around and they showed us the true meaning of joy. Their endurance and positivity is a force to be reckoned with and we are so thankful we have the privilege of being there for them.



OUR WELLBEING

Pantos!

Where's 2020?? It's behind you!! In honour of their residents and the resilience they've shown throughout the past year, Grasmere hosted a spectacular pantomime of Pinocchio! Three months of hard work all came together on that special evening where staff could thank their residents who always help the 'show to go on', as it were, in our home. It put a smile on everyone's face and we hope the residents enjoyed it as much as the staff did!



OUR COMMUNITY

Presents... and ...

We were overwhelmed with the amount of Christmas presents and cards we received over the holidays! Beautifully wrapped parcels and hand written cards really showed how much everyone cared and were a great boost for all of us! Who doesn't love unwrapping a present? One of our homes had Santa personally deliver presents in the form of pizza! What more could we ask for?! Thank you!



WANT MORE UPDATES? JOIN US ON FACEBOOK!

For more regular updates about your local Southcare Home, join their business page on Facebook and get all the latest news about your loved one.

OUR ACTIVITIES

...Cheeky Little Elves!

Elf Day was a huge success with our homes this December! Staff dressed up as elves for day, themed games were played, and it was great day for our residents to embrace their cheeky side - which doesn't take much! Highbury House even managed to raise money for Alzheimer's Society. Thanks to everyone to got involved on the day and had some festive fun!



The 2020 Southcare Christmas Collage



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OUR COVID-19 UPDATES

UK Under Third Lockdown: Only outdoor visits are allowed.

FROM MONDAY 4TH JANUARY

Now under our [third national lockdown](#) as of January 4th 2021, we are continuing to follow government guidance, monitor the spread of the virus on a national scale, and assess the risk to our residents. We still recognise how important visits are for residents and for you and we know you all miss each other very much. We are doing all we can to keep spirits high and maintain a positive, happy home despite the circumstances.

Only outdoor visits are allowed—check your area

Outdoor visits are dependent on local authority. Please speak to the home manager for more details. Outdoor visits must follow all the '[covid-secure' regulations](#)—click to find out what they are. Our residents are looking forward to seeing their loved ones in person. Please get in touch with us if you would like any more information or have any questions. Thank you for your patience & understanding as we continue to keep your loved ones as safe as possible. If there is a suspected positive case in the home – all visits will cease.

Indoor Visits & Lateral Flow Testing

When the government and Public Health offices deem it safe to resume indoor visits, we are ready and prepared. Indoor visits will require lateral flow testing and the time this takes to perform needs to be factored into your visiting time. When lateral flow testing is available, you will need to arrive half an hour before your appointment time to allow for consent, testing and waiting for the results.

Vaccinations - already starting in our homes

The Home manager or a senior member of staff will be in touch, if they haven't already, to ensure all consents are in place for residents to receive the vaccine, when it is available. We are waiting for notification of when the vaccines will be available and administered, for your Southcare Home.

Keeping our residents and staff safe continues to be our number one priority. When it comes to visits, we are considering all the options open to us to provide safe and meaningful visits in our homes. Please contact your home manager for more information.

8 STEPS TO A SUCCESSFUL COVID-SECURE VISIT



STEP 1

AN APPOINTMENT SYSTEM MUST BE FOLLOWED

A visiting slot must be booked in advance, ad-hoc visits will be turned away.



STEP 2

THERE CAN BE ONE OR TWO CONSTANT VISITORS

Only one person can be designated to visit your loved one.



UNAVAILABLE

LATERAL FLOW TESTING WILL RESUME WHEN INDOOR VISITS ARE PERMITTED & IT IS SAFE TO DO SO



STEP 3

THE CORRECT PPE MUST BE WORN DURING THE VISIT

You will be helped to put on, take off and safely dispose of all PPE correctly.



STEP 4

HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

Visitors must wash their hands for 20 seconds when entering & leaving the home.



STEP 5

2M SOCIAL DISTANCING MUST BE PRACTISED

Visitors must keep 2mtrs apart from residents and staff where possible.



STEP 6

ACCESS THE EXTERNAL VISITING AREA

Please remain inside the designated visiting area at all times.



STEP 7

SUBSTANTIAL SCREENS MUST BE IN PLACE

Please do not touch the safety screens and always maintain social distancing.



STEP 8

WATCH FOR SYMPTOMS AFTER YOUR VISIT

Notify us immediately if you develop symptoms not long after your visit.

STEPS WE ARE TAKING TO KEEP OUR HOME COVID-SECURE FOR VISITS



INFECTION CONTROL MEASURES, RISK ASSESSMENTS & VISITING PLANS ARE IN PLACE

We are ensuring our protocols keep everyone safe as well as focus on the individual needs of our residents. We are conducting training and adopting stringent infection control measures.



RESIDENTS & STAFF ARE TESTED REGULARLY

Care home staff are tested up to three times a week, all on the same day and at the same time, including bank and agency staff. Residents are tested every 28 days.



PPE SUPPLIES ARE WELL-STOCKED & REGULARLY MONITORED

All of our homes are well stocked with PPE supplies. The government's new PPE portal which focuses on providing the needed supplies to the care sector has helped, and supply numbers are regularly monitored.



OUR STAFF

Saying goodbye to a valued member of the Southcare family

We are sad to announce that a much-loved member of the Heatherdene team, Susan Beale, sadly passed away last year, and our sympathy and deep gratitude goes out to her family.



Thanking the Entire Southcare Family

We want to continue to praise and thank our dedicated staff who continue to work with a smile even though they're sometimes hidden under masks.

We value the sacrifices that everyone is making and our staff members have been amazing in going the extra mile for our residents. Where some services are unavailable, such as hairdressers and chiropodists etc., our dedicated staff members have been cutting hair, pampering our residents, and getting more involved in activities and keeping them as mentally and physically active as they can be. We thank you all for your continued effort on the front lines and offer you all our support.



We hope it goes towards showing you that your dear ones are very dear to us as well. Don't forget you can have a video call your loved one at any time via Skype, Zoom or Facetime. Please contact your home manager to arrange this. Until next time, please stay well and keep safe.

Tracey Austin

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Contact Us

If you have any questions, comments, or would like more information:
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