

The Southcare Supporter

ISSUE 11

UPDATED 02.12.20

your monthly newsletter



Heatherdene: Residents & Staff gathered for Remembrance Day

THIS ISSUE'S THEME:

Remembering great sacrifices, past and present

None of us can forget the current pandemic and the second lockdown we've just had. But the month of November reminded how important it is to remember. This year's Remembrance Day was a powerful occasion, and while we focused our minds on the sacrifices made by so many all those years ago, we also remember the sacrifices people are making today to protect and support others across the nation during the pandemic.

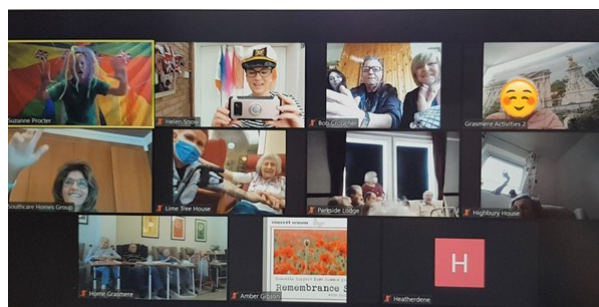
OUR COMMUNITY

What a way to Remember!

In honour of Remembrance Day this month, Dementia Support East Sussex performed a live stream show themed around Remembrance Day just for us! We all sang along to the classic 'We'll Meet Again' by Vera Lynn and enjoyed other wartime classics—as well as some newer classics like the YMCA song!

Our residents loved the lively show and interacting with some of the relatives that joined us. Thank you to all the friends and relatives that sent in greeting messages via our Facebook pages and a big thank you to those who joined the Zoom show.

Each home donated to DSES and you can make a donation to them as well through our Facebook pages. Since the first lockdown in March, we've made sure our residents have kept busy and entertained.



Our homes with Proprietor, Mrs. Nanji, enjoying the live performance on Zoom from Dementia Support East Sussex.

One way was by having a Concert Season, where entertainers could perform live for us online! Social distancing hasn't stopped us from having a good time together.





OUR WELLBEING

I think we're gonna need a bigger birthday cake!

We wished our dear resident, Bett, at Grasmere Rest Home, a very happy this month as she turned an incredible **107 years old!!**

(That's not a typo - 107!) It was a lovely day and Bett enjoyed her cake, having a sing-a-long and even a little tippie! All of us would like to say how inspirational Bett is and how supportive her family have been throughout the challenging months. We hope next year her family can be with her to celebrate her next birthday!



OUR STAFF

Meet the New Manager of Lime Tree House!

We would like to take this opportunity to introduce to you our **new manager at Lime Tree House, Sarah Hart**. Sarah is passionate about ensuring your loved ones remain at the heart of our service. We are equally delighted to have Juliet support us with this transition. We also want to thank Juliet for her hard work and dedication to Lime Tree and are glad that she will remain at the home, as an integral part of the care team.



Sarah Hart

OUR HOMES

Lighting up the Night Sky, as well as Our Memories.

Parkside Lodge held a small firework display for their lovely residents! It may have been a bit chilly, but there's nothing like hot dogs, jacket potatoes or a cup of hot chocolate to warm the cockles of your heart. Plus, our residents could watch them from the comfort of their arm chairs. Everyone, residents and staff alike, had an enjoyable time. Some residents said they hadn't seen fireworks for so long, so this night was very special by reminding them of their childhood.



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 COVID-19 UPDATES

Locking down, but **looking forward.**

Regional Restrictions from Wednesday 2nd December

The government will replace current lockdown restrictions on 2 December with a regionally-differentiated approach, where different tiers of restrictions apply in different parts of the country. There are 3 tiers for local restrictions:

- [Tier 1: Medium alert](#)
- [Tier 2: High alert](#)
- [Tier 3: Very High alert](#)

The majority of the country is currently under “Tier 2: High”.

Access their new [Postcode Checker](#) to find out the current restrictions in your local area and the area your local Southcare Home falls under. The latest information regarding your local Southcare Home can be found on our website or on their Facebook page.

Current Outdoor Visits in Care homes

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, and window visits. Please read our [Update to Visiting Your Loved Ones](#) for more information.

Regular Testing to support future indoor visits!

Regular testing (lateral flow tests) will be offered to up to 2 family members or friends per resident, by Christmas, which – when combined with other infection-control measures such as PPE – will support indoor visits with physical contact. Detailed guidance will be published by the government shortly. We are also awaiting further information from the Department of Health & Social Care of when and how these tests will be available for us to access. We will also be required to ensure key member of staff are trained appropriately in taking these tests.

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.

An update to visiting your loved ones



Dear Relatives & Friends,

We are sure many of you are aware of [government's recent update to visiting care homes](#), published 5 November, following the second lockdown. The government guidelines under the second lockdown now recognise the importance of visits for residents in a care home. With this positive news, we are now doing our utmost to provide 'COVID-secure' areas for you to visit your loved one. We have now met all the regulations to be considered 'COVID-secure'. Please get in touch with us if you would like any more information or have any questions about the below information. **Thank you for your patience & understanding as we continue to keep your loved ones as safe as possible.**

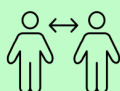
Our homes are almost 'COVID-secure'.

Substantial screens or visiting pods will shortly be set up to allow you to visit will soon. Please contact the manager to find out more and book an appointment to visit your loved one!



HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

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



2M SOCIAL DISTANCING MUST BE PRACTISED

between residents, staff and visitors and maintained at all times.



THE CORRECT PPE MUST BE WORN DURING THE VISIT

and around the care home building and grounds.



AN APPOINTMENT SYSTEM MUST BE FOLLOWED

A slot must be booked in advance, ad-hoc visits will not be allowed.



A ROOM WITH DIRECT OUTDOOR ACCESS MUST BE USED

An dedicated indoor room must be adequately ventilated.



INFECTION CONTROL MUST BE IN PLACE

Contact us for details on how we are maintaining high-quality infection control and prevention.



THERE MUST BE A SINGLE, CONSTANT VISITOR

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



ONE VISIT CAN TAKE PLACE AT A TIME

Please be patient as we try to give everyone a slot and allow time to clean between visits.



SUBSTANTIAL SCREENS MUST BE IN PLACE

These will be arriving soon in all our homes to facilitate visits. We will be in touch when these are installed.



The best way to spread Christmas cheer?

Write a **review** for all to hear!

We would love to hear your thoughts on how we've been doing lately to care for your loved ones during lockdown. There are many ways to do this:

- **Recommend us** on **Facebook**
- **Rate us** on **Google**
- **Write a review** on [carehome.co.uk](https://www.carehome.co.uk)



OUR EVENTS

IT'S NEARLY CHRISTMAS

We're looking forward to the fast-approaching festive season! We've got a jam-packed month ahead, with Pantomimes, special themed days, and of course Christmas parties. See our Christmas Calendar and make a note of the dates to get involved! **You can also follow your local Southcare Home on Facebook so you never miss out on what we've been up to.**



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

Group Manager
Southcare Homes Group



Contact Us

If you have any questions, comments, or would like more information:
info@southcarehomes.com





XMAS events

Coming soon!

Speak with the **Manager** to find out what **activities and events** we have planned for the holidays. Don't forget to **follow us on Facebook** to keep up with the latest from your



www.southcarehomes.com