

04 May 2020

TO ALL RESIDENTS – OUR PLEDGE TO KEEPING YOU SAFE

Firstly, I wanted to express my gratitude to each of you for your co-operation in helping us to keep you (and our staff) safe and healthy. We understand how difficult this experience of isolation has been for you and your loved ones and hope our efforts to alleviate the stress have gone some way to sustain your level of comfort and safety at home.

During self-isolation LifeCare Residences is continuing to provide services and support to our residents, some of our initiatives include:

Visitors

It is with great regret that we are unable to allow non-essential visitors until further notice. We understand this may be difficult for you and your families however, at LifeCare Residences, we always put the safety and health of our residents first. It is for this reason we must take the government's guidance and close to visitors until the level of threat decreases – we thank you for your understanding.

Domiciliary Care

Where required, we are still providing a domiciliary care service into residents' homes. Our teams are adhering to Public Health England and NHS guidelines on PPE, so please don't be worried if you see staff wearing masks and aprons.

Restaurant Deliveries

While the restaurants remain closed for dining, we are delivering meals to apartments. The menu has been changed to ensure a fresh selection of menu options each day. Where possible, please place a small table outside your front door to ensure a 'contact free delivery' experience.

Grocery Deliveries

If you are struggling with your online supermarket orders, please let us know and we will help you out wherever we can. Please talk to your Village General Manager to find out more about how food delivery services are operating in your village.

Housekeeping

Although we have had to limit our housekeeping service to those who depend on it, we can still provide it as part of our domiciliary care offering (where it is linked to a clinical need). Please talk to your Village General Manager to find out more.

Use of Communal Gardens during Lockdown

Our communal gardens and grounds remain accessible to residents wanting to exercise. Please ensure social distancing is maintained when using the gardens and grounds.

Shielding Measures

A reminder to please let us know if you have been contacted as part of the NHS shielding measures.

Isolation following travel

For those residents who are currently staying at other homes, or with family outside of the village, please do let us know before you intend to return so we can update our records and reiterate the isolation requirements. Residents returning to the village from travelling (whether internationally or within the UK), are required to isolate completely within their apartment for a seven-day period before the normal isolation measures are adopted. This means that for seven days you are encouraged to not leave your apartment for shopping or exercise. Please do let us know if you need help and we will facilitate your essentials?

Coronavirus Reminders

Everyone must stay at home to help stop coronavirus spreading. Only go outside for food or health reasons. If you go out, please stay two metres away from other people at all times.

Do not meet others, even friends or family (technology is our greatest friend at this time). To stop the spread of coronavirus, you should only leave the house for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with members of your household for 1h a day maximum
- any medical need, including to donate blood, avoid or escape risk of injury or harm

You should also:

- wash your hands with soap and water often to reduce the risk of infection - for at least 20 seconds
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue when you cough or sneeze
- put used tissues in the bin immediately and wash your hands
- not touch your face if your hands are not clean

For those residents who are vulnerable or have medical needs, please be reassured that our onsite domiciliary teams are here to help. They are best placed to help you with your individual needs (which may include taking blood samples, wound dressing, or any other clinical assistance you may require).

For guidance on coronavirus, please check the Public Health England website:

<https://www.gov.uk/government/organisations/public-health-england>

For guidance on the new government exemptions in force please check:
www.gov.uk/coronavirus

Our best wishes to you and your families to stay safe and thank you for your continued understanding, support and loyalty.

Gary Heather
Chief Operating Officer