

# The Southcare Supporter

JANUARY 2021 | ISSUE 13  
UPDATED 10.02.21

your monthly newsletter



**FLOWER POWER:** RESIDENTS AT LIME TREE HOUSE, MAUREEN, CHRISTINE & MICHAEL (FROM LEFT TO RIGHT) WORKING ON THEIR FLOWER ARRANGEMENTS (SEE PAGE 2 FOR MORE)

## A HOPEFUL START TO THE YEAR: VACCINES, VISITS & VIVACIOUS BIRDS!

Despite the current national lockdown, we focused on saying 'hello', welcoming change and keeping positive. We started off the year by helping you to say hello to your loved ones by means of our new visiting pods! Please contact your home manager to see if visits are available. We said hello to all the birds in our gardens, as part of The Big Garden Bird Watch (Jan 29-31). Our new Monthly Group Event was based around this too! See page 7 for more

information.

Another new thing we've had to welcome were the newly-launched COVID vaccines into our homes. We are happy to say that most of our residents and staff members who consented to it, have received their jab.

Read on for more details on all of this and more in our latest issue of *The Southcare Supporter*.

### OUR HOMES

## A new way to see your loved one!

Join your loved ones for a heart-warming visit in our external visiting areas. Our external visiting areas are unique to each home. Parkside Lodge has a beautiful see-through bubble so you can admire their glorious garden. Highbury's Hut involves a trip up the garden path and into their garden hut. Lime Tree's little house is all ready, and visits are underway, with just a few licks of paint to go before the outside is complete. Our other homes are arranging window visits and their visiting pods are arriving soon. Please call your local Southcare Home to arrange a date to visit. All relatives and friends will also have received a copy of our visiting policy and [a summary](#) of this is found in the newsletter.





## OUR STAFF

### A huge thank you to our Southcare Superheroes!

Where would we be without the incredible care and the support staff who are working tirelessly in our Southcare homes?! In the Southcare spotlight this month is Selina at Highbury House. While working full time looking after our residents, Selina completed her Care Home Assistant Practitioner course, adding valuable knowledge to her already-brilliant career in care. The sacrifices she has made to be there and support the efficient running of the home at Highbury have been invaluable. Selina is also the only Care Home Assistant Practitioner across all the Southcare Homes and it's safe to say Highbury House are very lucky to have her!



## OUR COMMUNITY

### Flower Power at Lime Tree!

The residents at Lime Tree House enjoyed a therapeutic session of flower arranging (see cover image), thanks to [Grace Independent Funeral Directors](#) and [Delphi Flowers](#) Florist who supply the flowers. They kindly donated beautiful bouquets of flowers to our home for our residents to arrange and get creative with. We love helping our residents to connect with nature, which can really help boost a person's mood. Michael (pictured right), our only gentleman of the group, was so creatively engaged and chose all his flowers with care for such a beautiful floral display.



### A Close-knit Commu-knitty!

One of our dear residents at Parkside Lodge, Val, has certainly been busy! Here is a picture of the dozens of brightly-coloured, warm winter hats she's been knitting over the winter period. They were all donated to the [Ferring Country Centre](#), a local charity for those with learning disabilities, providing training, therapy and work through horse riding and the farm environment. They sent a lovely thank you postcard. We are sure they'll go to good use and we are happy to give back to our community.



**Want more updates? Join us on Facebook!**





## YOUR COMMENTS

### Sharing Your Lovely Comments

This new section will feature some of the great feedback we receive each month. One of the highlights this month was the beautiful poem that Highbury received from a residents' wife, Eileen, showing her appreciation for all the hard work our team have been putting in over the last year. Here it is in full. Highbury House also has a **new brochure** which you can download from [our website, here](#).

#### “Highbury House” - a poem

If you are old and lonely, and can no longer cope  
Highbury House is the place to be, so do not give up hope.  
The staff are kind and friendly, you're no longer all alone  
In fact you'll find that life is good, giving up your home.  
Things to do, friends to make, it's really up to you,  
Good food, warmth and comfort, a garden with a view!  
When my time comes, I will be happy to move in  
Let others take the reigns  
Always remember to praise the help I get  
And not be a person who complains!

- Eileen, wife of resident

## OUR WELLBEING

### A Winter Workout: for the body, mind and soul.

Despite the chilly weather, some of our residents really enjoy spending time in the garden. Keeping physically active is very important and we're regularly involving our residents in chair exercises, tailored yoga sessions and sports games. And to make sure our residents' quick wit doesn't slow down, we're having regular puzzles, word games, sing-a-longs, and coordination games to keep minds active and keep that grey matter working!



Heatherdene Nursing Home has also been getting involved with the 'Move It or Lose It' Initiative, founded by Julie Robinson, an award-winning exercise instructor who has dedicated her career to motivating thousands of people to keep active in later life. To find out more, please visit: [www.moveitorloseit.co.uk](http://www.moveitorloseit.co.uk)



## OUR COVID-19 UPDATES

### **NATIONAL LOCKDOWN: Only outdoor visits are allowed.**

(FROM MONDAY 4TH JANUARY)

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.

#### **Outdoor visits**

**Please arrive half an hour before your appointment to allow for lateral flow testing.**

Outdoor visits are now taking place by means of our visiting pods or window visits. Please speak to the home manager for more details and to book an appointment. Outdoor visits must follow all the '[covid-secure](#)' regulations. Our residents are looking forward to seeing their loved ones in person. 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**

**Please arrive half an hour before you're appointment to allow for lateral flow testing.**

Indoor visits may be available for residents who are receiving end of life care. All visitors will require lateral flow testing and the time this takes to perform needs to be factored into your visiting time. If there is a suspected positive case in the home – all visits will cease.

## **Our homes are 'COVID-secure'.**

Only outdoor visits are currently available. Please read the document on the following two pages which give more details and outline the 9 steps you will need to follow for a successful visit using our external visiting pods or huts. Lateral flow testing will be carried out on all visitors.

#### **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.

**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.**



## UPDATES TO VISITING OUR HOME (LAST UPDATED: 30.01.21) TIERS, VISITS & DURATION OF RESTRICTIONS

### OUR HOME IS IN: **NATIONAL LOCKDOWN**

WHICH MEANS:

**ALL VISITS MUST  
BE OUTDOORS  
(PODS / WINDOW  
VISITS ONLY)**

Read the [latest  
government guidance  
here](#).

### **There are still ways to keep in touch.**

We know how hard it is to be apart from the ones you love.

Please don't forget you can still contact your loved one by picking up the phone, or arranging a video call with them. We are so grateful that we can still do our best to keep you in touch with your loved ones throughout this crisis.

Please know we always have your loved one's welfare in mind and our staff are sacrificing seeing their family to be there for yours.

**We are in a NATIONAL LOCKDOWN.  
The following measures are being recommended for care homes by local councils as well as the Care Quality Commission and NHS.**

We are closely monitoring the spread of the pandemic on both a national and local level and taking the necessary precautions as well following the latest government guidance to keep your loved ones safe.

Please respect our decision and if you have any questions, speak to the manager who will be able to give you more details.

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### **CURRENT RESTRICTIONS:**

**Outdoor & Window Visits Only:** visits to care homes can take place with arrangements such as substantial screens, visiting pods, or behind windows.

**PLEASE ARRIVE HALF AN HOUR BEFORE YOUR APPOINTMENT TIME TO ALLOW FOR LATERAL FLOW TESTING.**

**No indoor visiting:** our residents will not be able to leave the premises to visit loved ones and relatives will not be able to visit inside the home.

**Indoor visits may be allowed under exceptional circumstances, such as those receiving end of life care.** Please contact the home manager for more information.

**Duration:** Lockdown restrictions are in effect until government guidelines state otherwise.

# 9 STEPS TO A SUCCESSFUL COVID-SECURE VISIT



## STEP 1

### AN APPOINTMENT SYSTEM MUST BE FOLLOWED

Book a visiting time and **arrive 30 minutes before** to allow for [LFD Testing](#).



## STEP 2

### UP TO TWO CONSTANT VISITORS PER RESIDENT

Contact your home to see whether one or two visitors are permitted.



## STEP 3

### LATERAL FLOW TESTING IS AVAILABLE FOR ALL VISITS

We advise all visitors to take a lateral flow test before entering the home.



## STEP 4

### THE CORRECT PPE MUST BE WORN DURING THE WHOLE VISIT

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



## STEP 5

### HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

Visitors must wash their hands for 20 seconds or use hand sanitiser provided.



## STEP 6

### 2M SOCIAL DISTANCING MUST BE PRACTISED

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



## STEP 7

### REMAIN IN THE INDOOR OR EXTERNAL VISITING AREA AT ALL TIMES

Indoor visits are at the discretion of the manager. Please respect their decision.



## STEP 8

### SUBSTANTIAL SCREENS MUST BE IN PLACE

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



## STEP 9

### 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 HOMES

### We're all getting our vaccines.

We are happy to announce that vaccinations are taking place throughout our homes! Grasmere received the AstraZeneca Covid19 vaccination in January. Everyone at Grasmere wanted to say a big thank you to Dr Wimbush and Dr Jones from Old Court House Surgery.



## OUR ACTIVITIES

### Birds of a Feather Flockdown Together!

At the end of January, our homes got involved in the Big Garden Bird Watch (29-31 Jan), as part of our monthly group event. They each created their own bird displays so that their favourite birds could 'visit' their home. They also had slide shows and presentations to learn more about their local wildlife. Relatives then voted for their favourite ... egg-exhibit on Facebook.

**The winner of our Southcare Birdwatch is... **Highbury House!****



Thanks to all the homes that had a share! Everyone had great fun and we'll have another one soon!

**We hope this goes towards showing you that your dear ones are very dear to us as well. Don't forget you can have a video call with 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](mailto:info@southcarehomes.com)

