

The Southcare Supporter

FEBRUARY 2021 | ISSUE 14
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your monthly newsletter



February is always a short month, but for us, it's always a busy one! To start our newsletter, here are a few of the celebrations we brought to life in our homes.



CHINESE NEW YEAR!

OUR HOMES

One of our many celebrations was the Chinese New Year. According to Feng Shui, the Chinese New Year begins a new cycle of the twelve Chinese zodiac animals and in 2021, this will be the year of the Yin Metal Ox. A change in the Cycle will usually bring a fresh start for the year ahead with hope and promises for a better 2021 (let's hope they're right!) Residents across the group enjoyed a themed day with Chinese food, games, crosswords, even virtual tours to China! And of course, fortune cookies.



OUR COMMUNITY

Naughty Tom Scores Again!

Our activities coordinator at Grasmere, Antony, went above and beyond to arrange for a lovely surprise for our resident known as "Naughty Tom". Tom is a huge fan of [The Rangers Football Club](#) in Glasgow so Antony contacted them to do something special for him. The football team sent a signed photo of the team's manager, Gary McAllister, sent a personal letter to him as well as some vintage Rangers programs from over the years (pictured). Tom was overjoyed!! We would like to say a massive thank you to the Rangers for their generosity. It's a wonderful thing when we can do something so personal for our residents. I'm sure Tom is also happy that they're doing so well in the Scottish Premiership right now!





Pancake day!



OUR STAFF

A huge thank you to our Southcare Superheroes!

Where would we be without the incredible care and support staff working tirelessly in our Southcare homes?! We want to again say a big thank you to all our staff for their positivity and smiles; even though they may be hidden behind masks, we can still see them in your eyes.



OUR COVID-19 UPDATES

A visiting pod pops up at Grasmere!

While indoor visits will be allowed for one sole visitor, our external pods are still available and will allow us to facilitate more visits at our home. To beat the waiting list for an indoor visit and share the visit with another loved one, come and see your loved one in our external visiting pods. Here is Grasmere's "Speech Bubble" in the garden. All visitors will still be required to follow our '9 Steps to a COVID-secure visit whether visiting inside or outside the home.



COVID-19: THE ROADMAP OUT OF LOCKDOWN: STEP ONE

12 STEPS TO A SAFE INDOOR VISIT



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 contact the home manager for more information or to book a visit.

LFD TESTING IS REQUIRED FOR EACH INDOOR & POD VISIT

(not required for window visits)

HOW TO BOOK YOUR VISIT:

1



DOWNLOAD [THE NHS TRACE & TRACE APP](#)

2



SELECT ONE PERSON TO BE THE INDOOR VISITOR

3



BOOK YOUR TIME SLOT BY PHONE

ARRIVING AT THE HOME:

4



ARRIVE 45 MINUTES BEFORE YOUR TIME SLOT

5



A LATERAL FLOW DEVICE (LFD) TEST **IS REQUIRED**

6



WE WILL CHECK FOR SIGNS OF ILLNESS

WHILE IN THE HOME:

7



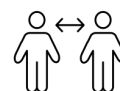
HAND HYGIENE MUST BE PRACTISED BY ALL

8



PPE MUST BE WORN THROUGHOUT THE VISIT

9



2M SOCIAL DISTANCING MUST BE PRACTISED

DURING AND AFTER YOUR VISIT:

10



REMAIN WITHIN THE ROOM AT ALL TIMES

11



VISITING TIMES CAN LAST UP TO ONE HOUR

12



WATCH FOR SYMPTOMS AFTER YOUR VISIT

10 STEPS TO A SAFE OUTDOOR VISIT



HOW TO BOOK YOUR OUTDOOR VISIT (HUT OR POD):

1



DOWNLOAD [THE NHS TRACE & TRACE APP](#) BEFORE THE VISIT

We will check that you have this downloaded upon your arrival.

2



UP TO TWO PEOPLE CAN VISIT TOGETHER

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

3



BOOK YOUR TIME SLOT BY PHONE

Call us to book a visiting slot. Ad-hoc visits will **NOT** be permitted. Please **arrive 45 minutes early for testing**.

ARRIVING FOR YOUR OUTDOOR VISIT (HUT OR POD):

4



ARRIVE 45 MINUTES BEFORE YOUR TIME SLOT

Arrive early for [LFD Testing](#) which will be carried out at **every** visit. You will also need time to sign in.

5



A LATERAL FLOW DEVICE (LFD) TEST **IS REQUIRED**

LFD testing is required for each and every indoor AND outdoor visit. If you refuse, window visits are available.

6



WE WILL CHECK FOR SIGNS OF ILLNESS

If you are unwell, please do not visit. If you have a temperature when you visit, you cannot enter the home.

DURING YOUR EXTERNAL VISIT (POD OR HUT):

7



PRACTISE HAND HYGIENE & WEAR PPE DURING THE VISIT

Use sanitiser provided and **always** wear PPE while in the visiting hut.

8



SUBSTANTIAL SCREENS MUST BE IN PLACE FOR OUTDOOR VISITS

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

9



REMAIN WITHIN THE ROOM AT ALL TIMES

You will be shown to the designated visiting area. Please remain there until someone shows you out.

AFTER YOUR EXTERNAL VISIT (POD OR HUT):

10



WATCH FOR SYMPTOMS AFTER YOUR VISIT

Notify us immediately if you develop symptoms soon after your visit.

PLEASE RESPECT OUR DECISIONS

In some areas, our safety measures are stricter than the government guidelines. We are doing our utmost to carefully balance our resident's mental and emotional welfare with their health and safety. While we recognise the importance of visits, please respect our decisions to keep your loved ones as safe as possible.



YOUR COMMENTS

“

HEATHERDENE NURSING HOME

*Very professional team. **Kind caring and a great deal of empathy** who have all worked **above and beyond** during the Covid-19 pandemic. Although we are in lockdown I have every confidence that my father is being looked after and is safe as can be.”*

PETER, SON OF RESIDENT | FEBRUARY 2021

Source: carehome.co.uk

“

HIGHBURY NURSING HOME

*It is clear **the nursing care is exceptional. The care and consideration are second to none.** If I were in the same position, I would like to stay my final days surrounded by dedicated staff working tirelessly for the benefit of their residents.”*

PAT, BROTHER OF RESIDENT | FEBRUARY 2021

Source: carehome.co.uk

“

FRESHFORD NURSING HOME

*All the staff treated [my mum] with **respect and dignity** and were always happy and cheerful. The[y] always had time to chat with her and showed her the **utmost kindness.** I would recommend this nursing home.*

JAN, DAUGHTER OF RESIDENT | FEBRUARY 2021

Source: carehome.co.uk

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 AustinGroup Manager
Southcare Homes Group

Contact Us

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