

WE KNOW this is the news that you and your loved ones have been waiting for! We are pleased to say that we are now able to open up the homes to indoor visiting again – commencing Tuesday March 9.

As you will be aware, the government have established new protocols for visiting care homes, which mean we will have a new set of arrangements at Springdene. The official guidelines state that each resident will be able to have a single nominated visitor, who will need to be the same person all the time. Visitors will have to undergo a lateral flow (rapid) test for Covid-19 beforehand as well as wearing PPE.

Visits must be booked in advance and will take place in hourly slots seven days a week from 10am, with the last visit at 4pm. Each visit will last for 30 minutes, with the remaining time allocated for testing and cleaning. First bookings will not be taken until 10am on Monday March 8, so please don't phone beforehand. In general, bookings should be made between 10am and 4pm on weekdays. Outdoor visits will take a little longer to resume but will allow a wider range of family and friends to visit.

Before being allowed to enter the home, you will need to answer health questions, have your temperature taken, and take a lateral flow test. If it is positive, you will be asked to go home and take a full PCR test. You will then be required to isolate for 10 days. Details will be passed on to NHS Test and Trace. The lateral flow test involves taking a swab of the nose and throat, with results in 10-15 minutes.

The good news is that visitors will be allowed to hold hands with their loved ones but should avoid further close contact such as hugging or kissing.

Residents will be encouraged to nominate their visitor where they are able to make that decision, but where there are multiple family members involved with a resident who may not be capacitous, we would like the families to discuss and agree between themselves, so that when the home contacts them the decision can be made easily.

We're sorry if all this sounds cumbersome, but the risk of infection is ever present and the precautions are there for everybody's protection. We are very much relying on your cooperation to make the visits work – and it will be joyous indeed to be able to see your loved ones in the comfort of the home again.

We've included a detailed Visitor Code of Practice at the end of this newsletter. We ask you to read it and keep it by you for future reference. Here also is a link explaining how to wear PPE https://www.youtube.com/watch?v=-GncQ_ed-9w

You will be pleased to hear social life has been fully restored to the homes, now that the virus has been banished. There was the tantalising aroma of yeast and newly baked bread permeating the lounges this week, as the first round of the Great Springdene Bake Off got underway.

The rules were similar to the famous Channel 4 show as our three homes competed with each other to achieve the coveted title of Bakers of the Week. Last week the challenge was to produce a batch of bread rolls, with the result being judged from photographs sent out to you, the relatives and friends. The final taste test was performed by our group operations assistant Theodore Powell, our man with the Paul Hollywood handshake.



And the results were indeed impressive, with Spring Lane emerging as the winner – although it was a very close call. Theodore reported: "Smells good, herby, fluffy, well risen and a good crust formation. You get the subtle aftertaste of cheese coming through at the end. I'd give this a 9/10. There's a strong contender here, it's going to be a tough one to beat."

Springview was the runner up with 8/10 for a "nice plait with golden glazed finish". Spring Grove's crust could have been more golden, but the dough was "tasty and well

risen" and it achieved 7/10. Well done to all our talented bakers – and a challenge for Spring Grove to lick the others in the next round.

Next time we will be baking Irish Barmbrack, which is a traditional teacake with sultanas and raisins. Sounds delicious and we know our talented bakers will make an excellent job of it. The recipes went out this week and we'll bring you the results in the next newsletter.

Among other events to look forward to in Eirlys's busy activities calendar are our celebrations for St Patrick's Day on March 17. To make this go with a swing, we are creating a special pub atmosphere, complete with appropriate decorations and staff dressed as bartenders, serving Guinness. Once again our residents are more privileged than the rest of us who won't be able to go back inside pubs until the middle of May. Slainte!

Last week we celebrated Gillian Turner's 81st Birthday – she was born on February 29 1940, so she's really only 20 years old! Gillian is our resident of the week at Springview and is a huge fan of tennis which she played all the time when she was younger. She also really loved to travel and went to Disneyland with her son, which brings back wonderful memories. Gillian has requested *The Sound of Music* as her special film. She loves chocolate, so lots of that, too!

Our other residents of the week are relishing being pampered with flowers and chocolates. At Spring Lane our star is Pat Arrowsmith, who led a very distinguished life as a world-famous peace campaigner and joint founder of the Campaign for Nuclear Disarmament. Diana Arthur takes the crown at Spring Grove – she is tops at quizzes, excellent at keep-fit and plays a mean game of carpet bowls. Diana has chosen roast chicken with mashed potatoes as her special meal.

Other activities are flourishing, too. This week we were treated to a concert from "The Cellophonics", four immensely talented cellists deploying an astonishing range of tone, colour and pitch. From "Tea for Two" to *Tosca*, via the baroque and occasionally the surreal, there was something for everyone, whether music lovers in general or serious fans of the cello. The cello also featured last week with some wonderful music from Robert Max on cello and Zoe Solomon on piano. Everyone agreed it was absolutely exquisite.

Some of you may be familiar with Robert's mother, Wendy Max, an eminent cellist in her own right, who is one of the judges at our annual Spring Grove Music Festival. As you know the festival had to be cancelled this year because of the pandemic, but we very much hope we will be able to stage it again in 2022.

We continue to be delighted with the gifts you send to our hardworking staff. The family of the late Derek Cuncell donated a super coffee machine for use by the staff in

the High Dependency Unit at Spring Grove, with a lovely card conveying thanks for the first-class care given to him.

A big "thank you", too, to Morrisons supermarket at Enfield, who have sent many generous gifts to Springview. The latest consignment includes chocolate hearts for Mother's Day, some Cadbury's eggs for Easter and a wonderful selection of beers, which will be included in the home's legendary raffle.

In the last newsletter, we reported on how night carer Lillian Zhao and her True Life Church donated a large volume of hand sanitiser to the homes. We're now pleased for Lillian to learn that she was awarded a special medal by the Chinese government for her work in looking after patients with Sars when she lived there. Lillian is pictured proudly with her medal below.



Finally, the newsletter is issued in a slightly different idiom this week. It is not signed, as previously, but is sent from all of us at Springdene, with the latest news and, we hope, the information that you need to keep you up to date. We'd love to hear from you, the relatives and friends, with feedback, and ideas – as well as anything you'd like to tell us about your loved ones in the homes. Contact the editor, Michael Williams, at mwilliams@springdene.co.uk. We'll be delighted to hear from you.

Springdene Responsible Visitor Code (March 2021)

While we recognise the importance of family visits for the wellbeing of residents, our priority must remain the safety of residents, staff and visitors to our homes.

We remain mindful of concerns that there may be a further outbreak of COVID-19 as lockdown restrictions ease and want to do all we can to minimise this risk in our homes whilst allowing indoor visiting to occur.

To this end, we have explored options for easing restrictions to enable relatives or close friends to visit with their loved ones in ways that adhere to the new Government guidance.

For this purpose, we have revised our Responsible Visitor Code' that visitors are to follow, to minimise risk:

- Each resident is to have **one, nominated, constant visitor** who will be the only person allowed to visit, the **only** exception is when end of life care is being provided.
 - The nominated, constant visitor cannot be changed once agreed with the home, and they must agree with having a Lateral Flow Device (LFD) test before entry, that if the result is positive, then they and their household must self-isolate for 10 days
 - The nominated, constant visitor will need to pre-book in advance for a specific day and time. This is to limit the volume of people through the home at any one time.
 - Additionally, due to the initial surge in visits, we encourage anyone wishing to visit, where possible, to book a weekday slot.
 - You will need to allow up to 45 minutes for each visit, so that a LFD test can be conducted with the face-to-face visit limited to only 30 minutes.
 - Entry to the home is restricted to those with a negative LFD result. Where a positive result is confirmed, you will be required to arrange a PCR test, and immediately self-isolate at home until the result of the PCR has confirmed your COVID-19 status.
 - Children, under the age of 18, will not be allowed at this time.
 - If you are showing any symptoms which could indicate COVID-19, please do not travel to the care home, as we will refuse entry.
 - On arrival you will need to be wearing a facemask, and apply hand sanitiser, then shown to the waiting area, where you will answer some health screening questions, have your temperature taken, and you will be required to swab both your throat and nose for the LFD test.
 - The LFD test can take up to 15 minutes for a result. Following a negative LFD result, you will then be asked to change your mask, sanitise your hands, apply gloves and apron and make your way to the visiting room.
 - Visitors will be required to wear a face covering for the duration of their visit; even if you have brought your own, we ask that you use the ones provided.
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- Where a member of staff is provided to escort visitors, visitors must follow them to the designated visiting area and will be required to remain there for the duration of the visit.
- We request that social distancing be observed, but whilst wearing PPE you will be able to hold hands, but please refrain from hugging or kissing.
- Visitors will not be able to use facilities such as toilets.
- Wherever possible, visitors should try to walk or travel by car to the home, and avoid public transport when visiting the home.
- Any gifts that a visitor has brought for the resident they are visiting will be sanitised in line with IPC guidance.

In the event of any suspected or actual outbreak of COVID-19 within a home, visitor restrictions will need to be immediately implemented. Unfortunately, this will include the exclusion of any non-essential visitors.

We understand that many of these measures will be difficult for families who have not seen their loved one for some time, but we believe they are crucial in guaranteeing the safety of all our residents.

As the COVID-19 pandemic develops and government advice evolves, we will continue to review our visiting policy, and will keep you updated about what is happening in our care homes.
