

Heyfields

Nursing Home

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IMPORTANT INFORMATION REGARDING CORONAVIRUS

TO ALL FAMILIES

- In line with Government guidance Heyfields will be closing to all visitors for a twelve week period from **8.00pm on Tuesday 17th March 2020**. This action needs to be taken to protect the health and wellbeing of all our residents who fall into the 'at risk' category of contracting Coronavirus (COVID 19).
- We appreciate that this will be a difficult and anxious period for everyone and endeavour to ensure that families will be assisted in maintaining a high level of communication with their loved ones.
- Only in exceptional circumstances in the event of acute illness or rapid deterioration will a family be allowed in the building. A maximum of two visitors per resident will be screened upon entering.
- Mother's Day gifts should be handed to staff via the front door of either building. These will be stored in an isolated area for 48 hours and then distributed on Mother's Day.

- Could we please ask families not to send in non-essential items or parcels.
- Heyfields is looking into acquiring tablets which will allow families to Skype their relatives. Families could also purchase mobile telephones allowing them to Facetime their loved one. We understand modern technology for the majority of residents is extremely difficult. Therefore, an allocated time of between 2.00pm – 4.00pm each day will be kept available to enable care staff to assist our residents.
- Please be assured that Heyfields has a strategic plan in place to ensure that your relative continues to receive ongoing care in the event of staff shortages.
- Hospital and GP visits will be via telephone /Skype consultations.
- No external activities will take place but there will be an increase in in-house activities.
- As I am sure you are aware this is a fast moving situation of which Heyfields will adapt and work with as quickly and efficiently as possible. Therefore, could you all keep a sharp eye on your emails for any future updates.
- Please pass this message onto all other family members and friends.

Beverly, Tim, Sharon and all the dedicated staff at Heyfields

17th March 2020