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13th March 2020

Dear All,

URGENT ACTION IN RELATING TO CORONAVIRUS

In light of the well publicised difficulties that surround the Coronavirus pandemic it has been necessary to reflect on the current practices within all Oakleaf sites and make some necessary changes to our current processes to ensure the health, safety and wellbeing of our residents and staff groups.

We are constantly being updated and reviewing advice being given by the World Health Organisation and Government and are trying to apply this wherever necessary. As this is a fluid and ever changing situation it will mean that our responses may well have to be changed in the coming days/weeks to meet these challenges.

One area that requires review is the visiting of family/friends and external agencies from the wider community. Clearly this is an area of huge risk for us when considering the fragility and vulnerabilities of many of our client group. The potential for the virus to be brought into any of the sites is unquestionable and therefore certain measures will be put into place in order to be as preventative and aware as possible.

- Initially we would ask that anyone visiting who is showing symptoms relating to the Coronavirus (dry cough, fever, respiratory difficulties) makes the decision themselves not to come and visit. This also applies to anyone who has been in or believes they may have been in contact with potential carriers of the virus – please do the sensible thing and delay your visit until it has been established that there is no risk.
- Oakleaf requests that visitor numbers are kept to as few as possible. By limiting the number of people on site we lessen the chances of potential infection risks being brought into the organisation. Keeping visitors to immediate family or extremely key people would be beneficial.
- Unfortunately as we recognise this may be difficult for some families, no persons under the age of 18 will be allowed on site as of the 13th March 2020.

- If you are going to visit please phone the unit your relative is on and give a time you plan to arrive. This allows the staff to have an idea of who will be visiting and how many people may be on site at one time.
- When you arrive on site please take yourself to the unit you are visiting. A member of staff will meet and greet you. They will then escort you to a central point where you will be asked to answer a short questionnaire relating to your current health and to wash your hands. If there are no concerns staff will escort you back to the unit so you can continue your visit.
- If staff do have any concerns about a visitor's physical health or presentation then a nurse on site will be contacted to carry out further assessment. If there is a concern that gives the nurse reason to believe there is a risk of infection, then you will NOT be allowed to continue your visit and will be asked to leave the site. Again, I want to stress that such measures are being put into place to protect the highly vulnerable adults who currently reside here at Oakleaf.

Cotswolds

Visitors are again asked to follow the advice above but the logistics will be slightly different.

- All visitors must report to the Reception where they will be asked to complete a questionnaire related to their current health.
- Visitors will be escorted to a central point where they will be asked to wash their hands.

Community

- Please phone ahead before visiting.
- Visitors should arrive at the front door of the property you are visiting make staff aware that they are present.
- Visitors will be asked to complete a short questionnaire related to their current health and to then wash their hands.
- Should visitors be taking their family member/friend off site, be expected to engage in washing hands prior to returning to the unit.

For families that currently take residents home at the weekend we are persisting with these visits currently but please be vigilant around the advice being offered by the Government/media around hand washing and avoiding crowded places. Should you have any concerns whilst the home leave is happening please contact Oakleaf as soon as possible for advice.


In order to limit the opportunity for infection it will be necessary to limit travel off site. All non essential travel will be cancelled. This may have a limiting factor in some areas but we will try to balance this out using an approach that takes risk into account. At this stage this does NOT mean all community sessions will be cancelled but this will remain under review as the wider situation changes.

These are not measures we take lightly but ones we hope you understand the rationale. The senior Oakleaf Management Team will be meeting on a daily / weekly basis to review these plans and will of course be guided by the advice given by the Government and public health organisations. As and when plans change we will do our very best to communicate these in a timely fashion.

If you have any questions relating to these arrangements or our plans with how we are managing the Coronavirus situation please contact us and we will do our very best to answer your queries. This is a highly unique, concerning and escalating situation – one that is unprecedented in recent times.

At Oakleaf we are doing our very best to implement safety and logistic precautions whilst at the same time keeping the impact on our residents as low as possible. Health and physical wellbeing is paramount and I hope you are able to manage the situation in your lives as safely as possible as well as helping us to do the same.

Yours sincerely

A handwritten signature in blue ink that reads "K Swannell".

Kathy Swannell
Clinical and Operations Director