

HOME CLOSURE

It is with the deepest of regret and after very careful monitoring and consideration to our visiting numbers that we inform you of our decision to close the home to visitors (except medical professionals)

We are sure that, like us, you are worried about how this pandemic will affect your vulnerable elderly relative/friend who resides in one of our care homes:

Trees Residential Care Home – Pontefract T: 01977 704068 E: trees@denestarthomes.co.uk

Willerfoss House Residential Home – withernsea T: 01964 614290 E: willerfoss@denestar.co.uk

Ivanhoe Residential Home – Hull T: 01482 566000 E: ivanhoe@denestar.co.uk

Head office – Anlaby, Hull T: 01482 651028 E: info@denestar.co.uk

We hope this information will reassure you that we are doing all we can to protect your loved ones. We continue to be updated daily and follow Government guidance to ensure the safety of our residents, staff and external service support organisations.

These are the actions we've taken so far to prevent the spread of infection:-

- Closed the home to visitors (except medical professionals)
- Arranging timed video calls for families/friends to check in on their loved one
- Heightened our normal Infection Control processes within the home; this includes frequent sanitisation of anything that is touched and using all available protective equipment & products
- Arranged non-contact delivery processes – reducing the number of people coming into the home
- Postponed all scheduled H&S checks – reducing the number of people coming into the home
- Instructed strict Infection Control processes for visiting professionals (GP's, DN's etc.,)
- Organised our rota's to ensure that our residents continue to have the support of the staff group they know and love, whilst supporting staff who have school age children.
- Released from duty any staff who meet the 'vulnerable category' pregnant, over 70, or with underlying health conditions – in order to reduce the risk of contraction and spread of the infection.

We will continue to review our processes daily and up-date you as we are updated by the Government

If we are required to take measures that cause you stress and anxiety, then we apologise in advance, we MUST follow the Government guidance in order to protect all of our residents, staff and their families

For more information on this subject please visit: www.england.nhs.uk/coronavirus

Thank you for your support as we continue to work with you and our health partners to keep us all safe.

Gaynor Saunders (Managing Director)