



A Safer Choice.
Our approach to
caring through
coronavirus.

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At Porthaven, we understand that choosing a care home for a loved one can be a difficult decision, and no more so than now, when also having to consider what steps have been taken to reduce the risk of coronavirus.

From the design of our buildings, our robust infection control processes, our approach to staffing and how we ensure the continued physical and mental wellbeing of our residents, this guide tells you exactly why, when you choose a Porthaven home, you are making a safer choice.



Welcoming new residents

We are busy keeping our existing residents and staff safe, but we know that there are many people who still need our help in providing long or short term care for a loved one.

Before any new resident joins us, we will carry out a comprehensive assessment of their healthcare needs and personal preferences. This will be done in person, with appropriate social distancing measures and personal protective equipment (PPE) in place, or if they are in hospital or another care setting where we are unable to visit due to restrictions in place, we will carry out a telephone or video assessment.

A coronavirus test will need to be carried out shortly before admission to the home, and we will assist you in making these arrangements should you require. As soon as there is a negative result, we will be ready to welcome our new resident into their chosen home. We will test our new resident again shortly after arrival, providing in-room care and dining services for any necessary quarantine period (currently up to 14 days), or until the second test returns a negative result, whichever is the earlier.

As soon as it is safe for our new resident to meet our other residents and participate in home life, we will encourage that to go ahead, as it is important to us that all new residents feel comfortable and settle into home life as soon as possible.

Testing on admission

As soon as there is a negative result, we will be ready to welcome our new resident into their chosen home.



Our safe care home design

The average age of a Porthaven home is just over five years, with our first home opening in 2010. The founders of Porthaven, who remain leading the group today, started Porthaven with the specific intention of designing and building care homes that were fit for the purposes of modern and safe care for residents and staff. That might sound obvious, but care homes vary enormously across the United Kingdom with many homes being conversions of buildings that were built for another purpose, or older style purpose-built buildings that no longer provide the safe design features that are needed in modern care.

Our homes are attractive and comfortable places to live, but also practical and designed to be safe. Every home was planned with the care of our future residents in mind, including numerous features to minimise the risk of all types of infection transmission within the home.

The building features that help mitigate the risk of infection include:

- Each of our residents has their own spacious bedroom with full en suite wetroom facilities where assisted care can be delivered safely and comfortably, without the need to attend shared or communal bathrooms
- All resident bedrooms and communal rooms significantly exceed national regulatory size standards, allowing social distancing to be maintained where required
- Large opening windows provide plenty of natural light as well as all-important ventilation
- Separate visitor and delivery entrances with facilities close by to provide handwashing for visitors and disinfection for deliveries

Designed for modern care

Our homes are attractive and comfortable places to live, but also practical and designed to be safe.

- Extra-wide corridors allow for easy movement throughout the home for staff and residents, reducing bottlenecks and allowing two-way traffic in confined spaces
- All homes have at least two passenger lifts in operation to allow appropriate social distancing and full operational use
- Room furniture supplied by Porthaven is fire and infection proofed before use in the home



- Staff changing and showering facilities help care staff prepare safely for their shifts
- Separate changing and washing facilities for kitchen staff to help reduce the risk of cross-infection in food preparation
- Extensive handwashing facilities throughout the home as well as use of hand sanitisers
- Modern ultra-hygienic kitchens with five star hygiene ratings
- Ozone dosed washing machines allowing disinfection of all laundry items
- Clean lined rooms and corridors allowing ease of cleaning by our excellent and dedicated housekeeping teams
- Extensive garden and outdoor balcony spaces to allow safe social activities and exercise.

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Infection control and regular testing

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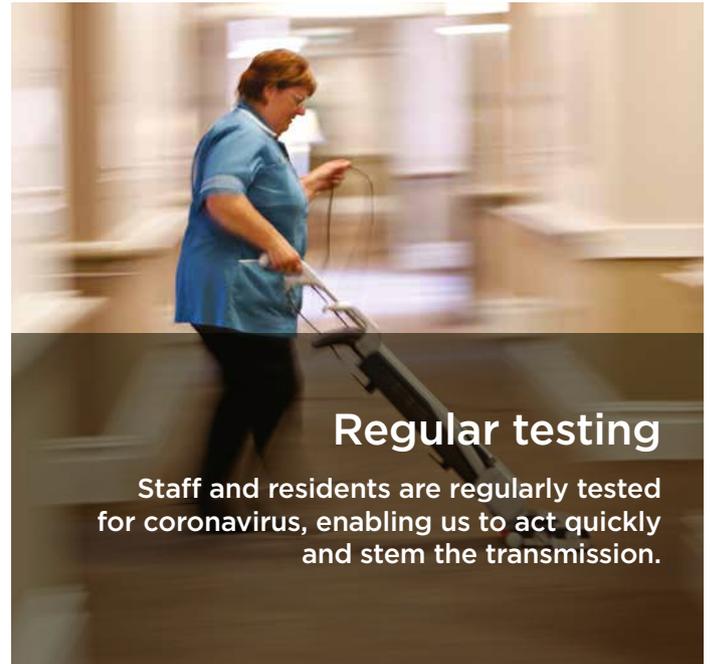
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At Porthaven, we are versed in dealing with viral outbreaks such as 'normal' flu, and have long established infection control measures to protect our residents, staff and visitors from the spread of infection.

These measures already included good handwashing regimes, the extensive use of PPE, protocols for local lockdowns and minimising social contact, business interruption plans to manage issues with our supply chains, and detailed training for all staff on how to manage infection control.

Additional measures introduced since the coronavirus outbreak commenced include:

- Limiting visitors to the home, which currently means restricted family visits, health professional visits and important services only
- All visitors screened on entering the home which includes appointment booking, completion of health questionnaires, temperature checking, and the use of a non-toxic disinfection spray
- Appropriate PPE provided free of charge for all family visits to the home
- Adherence to the NHS Test and Trace protocol
- Observance of national and local lockdown measures when required
- Enhanced cleaning procedures including regularly used surfaces, extended deep cleaning and disinfection of soft and hard surfaces.



Regular testing

Staff and residents are regularly tested for coronavirus, enabling us to act quickly and stem the transmission.

Lastly, and very significantly, all staff and residents are regularly tested for coronavirus to identify any asymptomatic or pre-symptomatic residents or staff, enabling us to react quickly and stem the transmission of the virus should it appear in any of our homes.

We are confident that these measures have helped us to reduce transmission of the virus, and we are very grateful to our staff, residents and visitors for adhering to the guidelines and helping us all stay safe.



Staffing

Our home staff are at the heart of Porthaven, and never has their dedication and professionalism been tested as much as in the past few months in dealing with the challenges posed by coronavirus.

One of the foundations of Porthaven is that all homes have higher staffing levels than our peer group. This enables our residents to benefit from safe and attentive care at all times, and wherever possible ensure that care and other services are delivered by our own carefully selected and fully trained staff.

These high staffing levels allowed safe and competent care to continue to be provided at our homes during the peak of the coronavirus crisis, when many of our staff had to self-isolate in their own homes, and avoided increasing agency usage and increasing the risk of transmission.

Other measures undertaken to reduce risk include:

- All staff screened daily on admission to the home for health symptoms
- Full and extensive PPE for staff provided at all times
- Face masks or visors used by home staff at all times
- Regular handwashing throughout the shifts
- Weekly coronavirus testing undertaken for all staff
- Full infection control training and auditing.

We are delighted to report that no Porthaven staff were furloughed during the pandemic, and those staff who could not perform their usual roles, such as our minibus teams, helped their care and leisure and wellness colleagues in ensuring the high levels of care and services that Porthaven is known for, continued at all times.

High staffing levels

Our high staffing levels allowed safe and competent care to continue at our homes during all stages of the coronavirus crisis.



Leisure, wellness and dining

These aspects of care home life are important to us at Porthaven, and throughout the pandemic, particularly during lockdown measures, we knew we had to make sure that engagement continued, and life felt as normal as it could under the circumstances.

Our leisure and wellness teams adapted to provide one to one activities and assisting those residents who needed help to remain in regular communication with their loved ones. Where socially distanced dining was possible, restaurant dining continued, and where it was not, a hotel tray service for in-room dining was introduced.

As all Porthaven homes can be sub-divided into separate floors or part-floors, residents living within the same floor bubbles are now enjoying socially distanced group activities again and are able to dine in the company of their fellow residents once more. Entertainers have been performing in the gardens for some time, and every day, we move a little more toward our normal way of life.

Healthcare visits and podiatrist visits have recommenced, and our visiting hairdressers have returned to the homes (with appropriate infection control measures in place) for hair and nail appointments, and we hope indoor entertainment and minibus trips for residents can resume very soon.

Social engagement

Residents living within the same floor bubbles are now enjoying socially distanced group activities again and are able to dine in the company of their fellow residents once more.

Visiting your loved one

It was incredibly hard to have to close our doors to the family and friends of our residents, but in doing so, and doing so quickly, we were able to keep them safe and reduce the risk and spread of the infection.

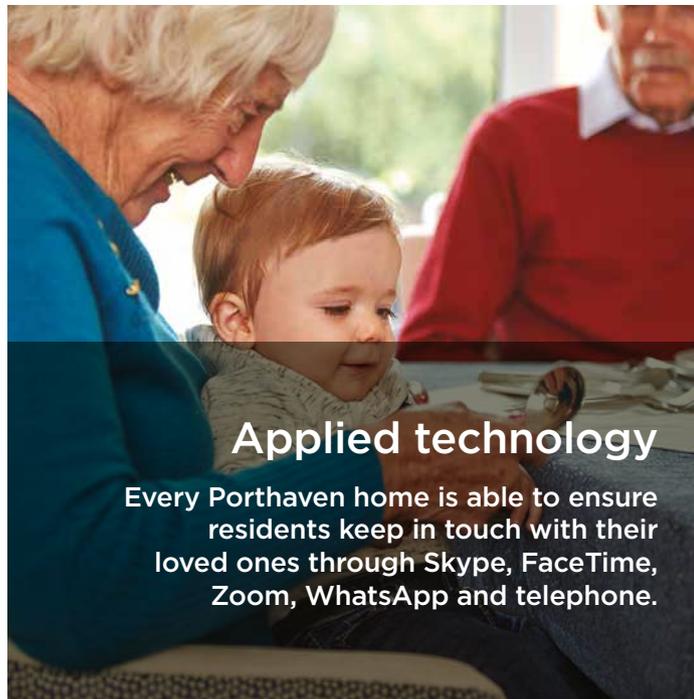
During this time, we applied technology and every Porthaven home was able to ensure residents kept in touch with their loved ones through Skype, FaceTime, Zoom, WhatsApp and telephone. There were even virtual

tea parties and family quizzes, but of course, nothing is as good as seeing loved ones in person.

At all times through the lockdown we were able to maintain dignified and structured end of life family visits, and as soon as we felt it was safe to do so, we introduced a safe process for visiting loved ones in gazebos in our beautiful gardens. The Government has now allowed restricted indoor visits to commence, and all homes, unless there is a local lockdown, have an appointment system in place to allow regular visits for all our residents, albeit with appropriate infection control measures in place.

We know that making a decision to move a loved one into a care home is often a difficult decision at the best of times. We also know from the many families that have been in touch with us in recent months, that caring for a loved one in their own home during the coronavirus pandemic has presented its own challenges, such as shopping for groceries, hospital and GP appointments and the breakdown of home care support packages.

The measures we have in place to reduce the risk of coronavirus transmission has allowed us to help families throughout this crisis, and we hope that they will also reassure you that making a decision to move yourself or a loved one into a Porthaven home, is the right decision.



Applied technology

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What people say about Porthaven

At Porthaven, we regularly receive excellent feedback from our residents and their families. Throughout the coronavirus pandemic, such feedback has been more welcome than ever, and has been a testament to the hard work and dedication of our caring and professional teams.

Porthaven's reaction to the covid challenge has been superb, with well thought through measures and regular communication with both residents and relatives; very impressive. It's a pleasure to visit the home and comforting to know that my father is receiving excellent care and support.

SON OF PORTHAVEN RESIDENT

My father moved in a week before lockdown and what could have been a very difficult and unsettling time for him, was, in fact, the best thing that happened to him.

DAUGHTER OF PORTHAVEN RESIDENT

The consistency of the staffing team is very reassuring, particularly during the coronavirus situation and we Skype with her every Sunday. I feel grateful, every day.

DAUGHTER OF PORTHAVEN RESIDENT



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The guidance from the Government and Public Health England has changed frequently during the coronavirus pandemic, and the measures in place at Porthaven, referred to above, are as at the start of August 2020 and may have varied at the time of reading this document. In addition, any part of England, or a Porthaven home, may be subject to a local lockdown at any time.

If you have any concerns about the measures in place to prevent the spread of coronavirus, please contact the home you are interested in on the telephone numbers listed or the Contact Us section of our website.

Astbury Mere
Congleton
01260 296789

Avondale
Aylesbury
01296 438000

Bourne Wood Manor
Farnham
01252 941300

Chiltern Grange
Stokenchurch
01494 480200

Falkland Grange
Newbury
01635 926900

Haddon Hall Care Home
Buxton
01298 600700

Hartfield House
Leatherhead
01372 239500

Lavender Oaks
Carshalton
020 3957 5200



Ledbury Care Home
Ledbury
01753 314314

Lincroft Meadow
Kidlington
01865 950500

Penhurst Gardens
Chipping Norton
01608 698100

Prestbury House
Macclesfield
01625 506100

Savernake View
Marlborough
01672 555200

Thirlestaine Park
Cheltenham
01242 505560

Tonbridge House
Tonbridge
01732 497500

Upton Mill
Tetbury
01666 336600

Wiltshire Heights
Bradford on Avon
01225 435600

Woodland Manor
Chalfont St Peter
01494 917600



Be safe.

Porthaven.co.uk

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