

NAYLAND CARE NEWSLETTER

Connecting People



**Confused about
Support Bubbles?**
We're here to help

DEAR VALUED CUSTOMER

We hope our October 2020 newsletter finds you safe and well. We have some important updates for you in this edition. Our staff have been telling us that some of you are not clear about what you can and cannot do in relation to visitors, support bubbles and other matters covid related. We are keeping a close eye on all guidance related to the pandemic so we'll provide some clear information and frequently asked questions which we think might help. We are also looking at Christmas rota planning and will ask you to let us know as soon as possible what visits you'll be needing from us over the festive period. We do understand that things may change between now and then if further restrictions are put in place. Please don't worry, we are able to adapt to changes if they come about so just complete the Christmas matrix (enclosed) as best as you can for now.

WHAT'S INSIDE THIS ISSUE:

Covid-19 Update. An update on infection control, support bubbles, tiers and visitors.

Plans for Christmas time.

Adverse weather information

Keeping well through winter

A nice treat for the cold nights.



What is a Support Bubble?

You are certainly not alone if you're not sure about what the current Covid-19 guidelines mean to you. Whilst we can't cover absolutely everything in our newsletter we have tried to cherry pick the most relevant information about how restrictions could impact on your care visits.

A support bubble is a close support network between a household with only one adult in the home (known as a single-adult household) and one other household of any size. This is called making a 'support bubble'. Once you're in a support bubble, you can think of yourself as being in a single household with people from the other household. It means you can have close contact with that household as if they were members of your own household. Once you make a support bubble, you should not change who is in your bubble. Your bubble must be exclusive which means neither you or the person/household you create a bubble with can create another bubble with another person or household. You can still make a support bubble if you have carers visit your home.

Who can visit me in my home?

If you live in a Tier 1 or medium risk area then the basic rule of six still applies. This means that you can not socialise in groups of more than six people.

Tier 2 (high risk)

- You cannot meet anyone outside of your household or support bubble indoors
- The rule of six applies to meeting socially outdoors
- You can still have workers visit your home such as cleaners and hairdressers. We strongly advise that you insist that anyone providing a service to you at home wears PPE including a facemask. We also ask that you plan these visits when our carers are not due to come to avoid multiple people mixing at the same time.

Tier 3 (very high risk)

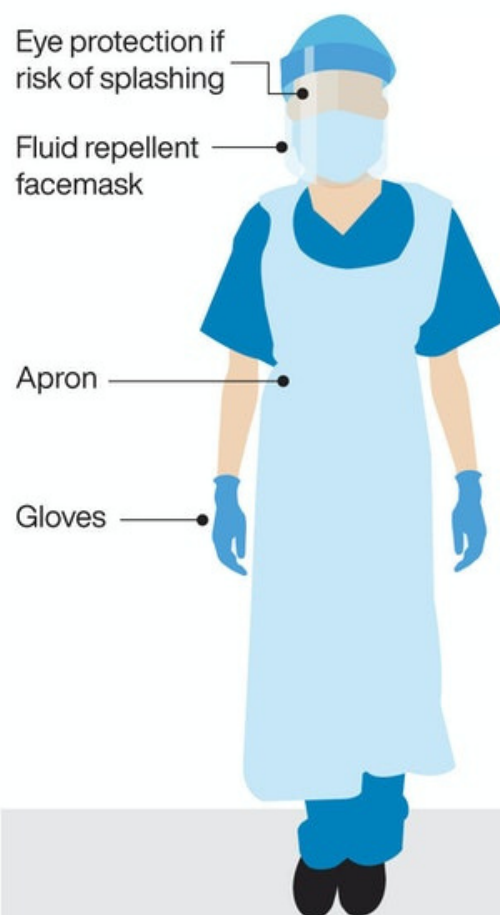
- You cannot meet with people outside of your household or bubble either indoors or outside
- You can still visit places to eat with your household or support bubble
- As a baseline you can still have workers like cleaners and hairdressers in your home however this is subject to negotiation for each area so it's possible that hairdressers may be asked to pause working.
- If you were previously asked to shield it is advised that you restrict social interaction in indoor spaces as much as you can.

Our top tips for keeping safe and well

- If someone you know has symptoms of Covid-19 don't allow them to visit you until you know they have either tested negative or feeling better.
- If your cleaner doesn't have or doesn't wear PPE then consider making alternative arrangements at least until it's safer. We can assist with domestic help or shopping if you need any extra help in the meantime
- Consider using technology such as video calling or facetime to keep in touch with family. If you're not sure how to use any tech devices you have feel free to ask one of our carers to help you get set up. Our companionship services could help you get up and running with using technology to keep in touch with your loved ones. Feel free to ask us how we can help you.
- If you're able to, try and exercise. If you struggle with mobility why not try some chair based exercises?
- Try and eat a healthy, balanced diet and drink at least 1.6 litres of fluid each day.
- If you were previously advised to shield from Covid-19 be extra careful with your social contact. Whilst you are not required to shield again, the virus is still very much in circulation and hasn't decreased in potency.
- We please ask that you organise any visitors to your home around the times that the carers visit. As infection rates are rising we are trying to restrict our contact with other people as much as we can to avoid an outbreak within our organisation. We thank you in advance for your cooperation and understanding.

What to expect from Nayland Care

- We have a reliable and good supply of the PPE we need to keep people as safe possible and in adherence with guidance from Public Health England
- Our carers will always be wearing facemasks when they visit you
- If there is a risk of splashing (such as during a shower or bed bath) then your carer will wear a clear face visor too
- Your carer will always be wearing disposable aprons and gloves
- Your carer will wash their hands on arrival, regularly throughout your care when required and upon leaving
- Our carers should be cleaning down regular touch surfaces on each visit. They won't be offended if you ask them for some extra disinfecting of surfaces and equipment
- We are revising our contingency plan and have all customers assessed on a red, amber or green basis if our staffing levels are affected by the impact of Covid-19. If you would like to discuss your rating with us please give us a call.
- We will provide updates to you if and when things change



Arrangements for Christmas

Onto some more positive topics now

We can't quite believe we are looking ahead to our plans for Christmas already! We have enclosed a Christmas matrix for you so that you can let us know what visits (if any) you may wish to cancel. Please tick boxes for visits you want to cancel for the 2020 festive period. If you wish to have your visits as normal please indicate this in the box which says "I want my normal scheduled visits". To avoid any miscommunication it's best to have this matrix completed in writing. If you need your carer to help you please ask them.



Adverse Weather Conditions

As winter rapidly approaches it seems appropriate to send out some information about how we manage adverse weather conditions. Fortunately, for the last few years we haven't experienced any great disruption to the service even in some of our most rural areas. In the event that we do get bad weather it is essential to be prepared for it. Here are some things to expect if the weather causes disruption to the service:

- Carers may run late due to needing to take more care when driving. We will endeavour to let you know if the carer is running behind.
- We may have to change the order of the round to reduce driving and therefore risk to our staff
- If the weather is very bad we may possibly have trouble getting to you. Especially if you live in a very rural area. If you have people nearby that can help you it is a good idea to get prepared and ask them to be on standby. If there is any disruption to your visits we will contact you
- We might need to implement our red, amber, green priority system when organising visits in the event of bad weather. Priority will need to be given to those who live alone and are unable to mobilise without help. People with complex health conditions and time critical medication will also be a priority. If you would like to know how we have assessed you under this system your area team leader can discuss this with you.

We would also like to request that if you have evening visits from us that you have good outside lighting so that our care staff can access your property safely as the nights draw in. If you are able to, it would be especially helpful if you can grit your pathways when the weather is icy, especially if you have a slope to your property. We can help with spreading the grit if you need us to. We will always try our best to avoid any disruption to your visits. If you have any concerns please get in touch.

Contact number reminder:

Office main tel: 01473 550481

On Call (out of hours) 07766 396789

Keeping Well Through Winter

Changes to our bodies as we get older mean that cold weather and winter bugs affect us more than they used to. This winter we will also need to live with coronavirus, which we know can have more of an impact the older we are. As we age, our immune system becomes weaker and less able to fight off viruses. We lose muscle mass which helps to keep us warm and keep us moving about. And the cold makes health conditions harder to manage, or even affect our hearts and circulation. The good news is there are lots of things we can do to help keep well in winter.



What you can do

Keep moving

Try not to sit still for more than one hour at a time. You might not think it, but even a little bit of activity can help you to keep strength and mobility.

Eat well

Spending more time indoors more and doing less of the things we enjoy means it can be difficult to keep up the motivation to prepare meals. Try to keep a bit of a routine and eat what you can. If you've recently lost weight without meaning to or have a smaller appetite than usual, find out why this might be and what you can do to help. The most important thing is to eat, even if the only thing you fancy is a slice of cake, something is always better than nothing

Get your free flu jab – even if you're fighting fit.

Everyone aged 65 and over, and anyone who cares for a friend or family member, is entitled to a free flu jab from the doctor or pharmacist. When you get your flu jab check if you're eligible for the pneumo vaccine, which helps protect you from pneumonia. To protect the most vulnerable during the coronavirus pandemic, there are additional groups who can get the jab free this year, including personal assistants and people who live with someone who was asked to shield during Spring lockdown. The vaccines for over 65s has an agent in which helps to boost your immune system's response to the vaccine. Even if you're fit and healthy, it's a great idea to get the jab to help protect yourself and others

Keeping well continued....

Make sure your home is warm enough

Try to heat your home to a steady and comfortable temperature throughout the day. It's also a good idea to keep your bedroom window closed at night when the weather is coldest and close the curtains at dusk to keep the heat in.

Wash your hands regularly

This is important now more than ever. It's simple but effective – washing your hands helps stop germs spreading and can help you stay well

The cold puts more pressure on our hearts and circulatory systems

The cold can increase the risk of a heart attack or stroke, as well as hyperthermia. If you suspect yourself, or another, is experiencing any of these, call 999 immediately, or 112 from a mobile

A nice treat for the cold nights

INGREDIENTS

- 2 almond croissants, roughly torn
- 3 pain au raisins, roughly torn
- 400g brioche loaf, roughly torn
- 100g unsalted butter, melted, cooled
- 6 eggs
- 1 cup (220g) caster sugar
- 600ml pure (thin) cream
- 600ml milk
- Finely grated zest of 1 orange
- 2 teaspoons vanilla extract
- Icing sugar, to dust

The Ultimate Bread and Butter Pudding

• METHOD

- Grease a 2L baking dish.
- Arrange the almond croissant pieces in the baking dish, then top with layer of pain au raisins pieces and finish with a layer of brioche.
- Whisk the butter, eggs, sugar, cream, milk, orange zest and vanilla together in a bowl until just combined. Pour over the pastries and brioche, then stand for 3-4 hours to allow the cream mixture to soak in and the flavours to develop.
- Preheat the oven to 180°C.5
- Bake the pudding for 1 hour or until just set.
- Dust with icing sugar and serve.

