



November 2020

Re: Silver Stream Healthcare November Communications

Dear Family Member,

We hope this letter finds you and your loved ones safe and well, and particularly as the Covid-19 situation across the country continues to escalate.

Before saying anything further, we wanted to take a moment to extend our personal thanks to all of you for your help and support during what continues to be an extraordinary and uncertain time for everyone. We have witnessed some heart-warming moments in the wider community, as well as within our own homes, with fantastic shows of support, understanding and solidarity.

We know how difficult it has been for you not being able to visit and support your relative during the periods of lockdown. The restrictions of visits have been most challenging and difficult for everyone. However, with some light at the end of the tunnel in the form of a vaccine and continued work in communities to keep the COVID -19 virus at bay, we should remain positive that brighter days are indeed ahead of us.

As always, our utmost priority remains the health, safety and wellbeing of our residents, you their families, and our staff during these testing times. In addition to providing the personalised care to each resident, we continue to adhere to both the government guidelines and all the necessary safety, social distancing measures and team training as outlined by the HSE.

Our team has worked extremely hard on a plan aimed at protecting your loved ones during this unprecedented period, and to ensure we can navigate the challenges that continue to present themselves. We always aim to minimise the risk of COVID-19 and its impact on our residents, even when it can seem unfair to both relatives & residents. But be assured it is for the protection of your loved ones.

Some of the best practice measures implemented over the last few months are as follows:

- An ongoing audit of training and policies to ensure full compliance
- Implementing rigorous sanitation across all our nursing homes, with each building conducting deep cleaning across daily
- Regular training for staff – including infection control, hand hygiene, the wearing of PPE and waste management
- Ensuring an isolation hub is available in each home should it be required in the event that a positive case is detected
- Daily observations of residents to manage any change in health – including GP reviews
- Various staff supports, including dedicated allocation of residents, dedicated break times to ensure social distancing, and food and laundry service for staff
- Daily clinical COVID reviews with the Clinical Governance Manager
- Liaising with HSE infection Control and public health HSE support team for advice
- Availability of Audio-Visual hubs (to be implemented in each home over coming weeks) – with dedicated staff support
- Provision of compassionate visits when required.

The coming weeks will be difficult for everyone, but as the Silver Stream community has shown time and time again over these past few months, we know we will all do our very best to support each other.

Thank you once again for showing your strength and support in what continues to be one of the most challenging situations of our time. It is hugely appreciated.

Each Director of Nursing will ensure future communication on home updates and developments on a regular basis.

Kindest regards,

The Silver Stream Healthcare Management Team