

**Home Instead Senior Care – Shoreham, Petts Wood & Longfield**

**COVID-19 Stakeholder Update – September 2020**

Dear All,

I hope you and are your families are well. This is the fifth of a monthly communication to update all stakeholders about our position to deliver high quality home care and detail the support we can provide during the Coronavirus Pandemic.

**An update on news regarding our services this month:**

* **We have begun to distribute our Home Instead Senior Care activity book!** The aim of the book is to support anyone who is feeling isolated at home or looking for something to keep them busy whilst they cannot get out to their usual clubs. Please let me know if you would like some free copies for your own use in the community.
* **We continue to train more of our CAREGivers in City & Guilds Alzheimer’s training.** We pride ourselves on our specialism of providing dementia care, and we also use the Daily Sparkle app to help with reminiscence which has been going fantastically well.
* **Our Care Coordinator Liz Frost has now been trained in end of life care.** We will be rolling this training out to our CAREGivers shortly, which will help them when clients deteriorate unexpectedly in supporting themselves, their clients and their families.

**Please find more information below on our current position regarding our care services.**

**Care offer:** We continue to have the ability to take on a variety of care packages, including Companionship & Wellbeing, Illness Recovery, support for shielded clients, hospital discharge, and in some cases through to End of Life. We are also providing support for loved ones where families have had to isolate. You can find our more about our services at <https://www.homeinstead.co.uk/shoreham-petts-wood/home-care-services>

**Areas we cover:** Badgers Mount, Borough Green, Crockenhill, Eynsford, Fairseat, Farningham, Fawkham, Foots Cray, Halstead, Hartley, Hextable, Horton Kirby, Ightham, Kemsing, Knockholt, Longfield, Meopham, New Ash Green, New Barn, Orpington, Otford, Petts Wood, Platt, Pratt's Bottom, Shoreham, Sidcup, South Darenth, South Street, Stansted, St Mary Cray, St Paul's Cray, Sutton at Hone, Swanley, Vigo, West Kingsdown, Wrotham.

**Capacity:** We continue to have a good level of capacity across all areas and times. Recruitment and training of CAREGivers by our dedicated recruitment team is on-going, in all areas.

**PPE**: We are maintaining sufficient levels of PPE to cover our requirements at present based on current specific government guidelines for Domiciliary Care Providers.

**Office Hours:** Our Shoreham based office is now full open Monday to Friday 9-5pm. We remain working in a flexible way to better support Clients & CAREGivers and also to spread out and socially distance our office team. We still have continuous full support for clients and CAREGivers, including our out of hours service.

If you have any questions about our service, please call the Office on 01959 546 228.

Jag Yogarajah (Director)