

## **Jewish Care Coronavirus FAQs**

**24 March 2020 – 5pm**

This Frequently Asked Questions document has been created to ensure that all those who use our resources have up to date information about the steps we are taking to help prevent the spread of coronavirus at Jewish Care.

The safety and wellbeing of those in our care are our priority, and Jewish Care will continue to do all we can to keep our clients, families, staff and volunteers safe.

Jewish Care has taken a number of steps to help prevent the spread of coronavirus across our resources including: restricting visitation to care homes; when to introduce self-isolation measures; use of additional hand sanitiser pumps; use of specialised cleaning products, and reviewing the location of some of our events. We will continue to be led by advice issued by Public Health England and the UK Foreign Office.

Jewish Care is regularly reviewing the situation, and our Directorate team are now meeting at least every 24 hours to review the situation, along with our measures and plans and will endeavour to update all stakeholders if anything changes.

### **1. What is coronavirus or COVID-19?**

Coronavirus or COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. As it is a new virus, the lack of immunity in the population (and the absence as yet of an effective vaccine) means that this coronavirus has the potential to spread extensively.

Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

### **2. What are the symptoms?**

The most common symptoms of this coronavirus are fever, tiredness, and dry cough.

Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.

### **3. What should I do if I think I have or have come in to contact with someone who has/may have symptoms of coronavirus?**

If you, or you think someone you know is affected by coronavirus, please [call the NHS 111 phone service](#) for further advice. You should not go to the GP, or A&E. [You](#)

[may be told to self-isolate](#). Public Health England advises people to take "common-sense" steps to avoid close contact with others.

#### **4. What steps have Jewish Care taken to stop the spread of coronavirus?**

Jewish Care has taken a number of steps to help prevent the spread of coronavirus across all of our resources including: the introduction of a screening process upon entry to any resource; self-isolation measures where appropriate; increased deep cleaning and use of additional sanitisation and specialist cleaning products; restricting visitation to our care homes; no longer allowing visits from children under the age of 12 in to any of our resources and reviewing the location of, postponement or cancellation some of our events.

We understand that this will be distressing for many people, however it is important that we take all precautions necessary to prevent the spread of coronavirus to those we care for.

Contingency and response plans are in place for various scenarios which may occur as a result of coronavirus impacting the UK more widely. Jewish Care is regularly reviewing the situation, and our Directorate team is now meeting at least every 24 hours to review the situation, along with our measures and plans.

#### **Care Homes:**

We have taken the very difficult and painful decision that in order to keep residents in our care homes, along with our staff and volunteers safe, we have suspended all visits to our care homes. Exceptions to this will be for relatives visiting loved ones receiving end of life care and visiting medical professionals. To support this, we will do whatever we can to help facilitate phone calls or a Skype call with a loved one instead of a physical visit. Please see FAQ no. 15 for more information on how to do this.

At this time, we have also been informed by a hospital currently treating four residents from two of our care homes, that they have tested positive for coronavirus.

We are being led by Public Health England on measures following the confirmed cases, including continued restricted access to the buildings. These homes will undergo an additional deep clean and will continue to take steps to ensure the highest standards of hygiene and infection control are in place. We will continue to ensure the homes functions as usual, as far as possible, for those residents in our care.

Jewish Care will continue to be led by the advice issued by Public Health England, the UK Government and the World Health Organisation, and liaise regularly with the regulating authorities. We are committed to doing everything we can to keep our residents, staff and volunteers safe, as their health and safety is of the absolute upmost importance.

We also ask you to respect the privacy of these individuals and their families at this time.

### **Community Centres, Connect@, Holocaust Survivors' Centre, Dementia Day Centres:**

We have also decided to suspend activity in our community centres, Connect@, Holocaust Survivors' Centre and dementia day centres until further notice.

These decisions have been taken with the best interests of our older community at heart and to fully support the local and national efforts now required to prevent the continued spread of the disease.

We are able to extend the offer of a number of additional services to those that this may affect. These include but are not limited to: Meals on Wheels, Telephone befriending services, where possible, and if appropriate, face to face befriending, the Jewish Care Direct helpline open Monday-Friday 8.30am to 5pm on 0208 922 2222, and the Jewish Helpline which is open from Sunday-Thursday 12pm-12am, or from Friday 12pm-3pm on 0800 652 9249

At this time, it is vital that families and personal support networks help each other and those that may be lonely and isolated, as much as possible.

### **Independent Living:**

We have taken the difficult decision that in order to keep tenants in our Independent Living schemes, along with our staff safe, we have suspended all visits to our independent living sites. Exceptions to this will be if a relative, or a member of the tenant's support network is delivering food shopping or other essential supplies, which can be dropped at the front entrance to the buildings and staff will bring it to the tenant's apartment.

We are following strict UK government guidelines around social distancing and will therefore be closing the restaurants at Selig Court and Wohl Court until further notice. Food will be ordered from our Independent Living team and delivered to tenant's apartments instead.

All events are still considered to be suspended until further notice.

## **5. What can I do to help stop the spread of coronavirus?**

The NHS advises that you wash your hands more often than usual, for 20 seconds and whenever you: get home or into work, blow your nose, sneeze or cough, eat or handle food. It's important to use soap and water or a hand sanitiser. You should also avoid shaking hands with people where possible.

## **6. What happens if someone with coronavirus comes into a Jewish Care resource?**

If someone with coronavirus comes into a Jewish Care resource, Public Health England will be contacted who will then follow an established procedure, which will include a risk assessment and a deep-clean of the building. Regular visitors will be

restricted during that time, and we will immediately update all affected clients and relatives with next steps as soon as we know the extent of the situation.

### **7. Do staff know what to do if they notice that someone has contracted coronavirus?**

Staff in our care homes have undergone enhanced infection control training, which means that they are well placed to deal with any possible outbreak of coronavirus. All Jewish Care staff have also received guidance on what to do if they notice that someone has possible symptoms of the virus.

### **8. Are you planning to cancel events?**

In order to protect the health and wellbeing of our care homes residents, who, due to their age and other conditions may be most at risk, we have taken the very difficult and painful decision to suspend all visits to our care homes and suspend activity in our community centres, Connect@, Holocaust Survivors' Centre and dementia day centres until further notice. Events in any of our centres have therefore been cancelled.

### **9. Is everything going to continue as usual and is it all safe?**

The safety and wellbeing of those in our care are our priority, and Jewish Care will continue to do all we can to keep our clients, families, staff and volunteers safe and protected. We are doing all we can to ensure the regular running of all of our services, whilst keeping everyone as safe as possible from the virus.

We are able to extend the offer of a number of additional services to those that this may affect.

These include but are not limited to: Meals on Wheels, Telephone befriending services, where possible, and if appropriate, face to face befriending, the Jewish Care Direct helpline open Monday-Friday 8.30am to 5pm **on 0208 922 2222**, and the Jewish Helpline which is open from Sunday-Thursday 12pm-12am, or from Friday 12pm-3pm on **0800 652 9249**

**At this time, it is vital that families and personal support networks help each other and those that may be lonely and isolated, as much as possible.**

### **10. How often is Jewish Care reviewing the situation?**

Jewish Care will continue to be led by advice given by Public Health England, the UK government, the World Health Organisation and other public health bodies. We are currently readying ourselves with contingency plans for various scenarios that may happen as a result of coronavirus nationally or in one of our resources.

Jewish Care is continuously reviewing the situation and the Directorate team are meeting at least every 24 hours to review the situation, along with our measures and plans to ensure that all questions can be answered as far as possible, and everyone is clear on what we will need to do in a range of different situations. If anything changes that affects you directly, we will contact you.

**11. Does Jewish Care have enough food, medicine and cleaning products in the event of any national shortages?**

Jewish Care are confident that we have, and will continue to have enough food, medicine, and cleaning supplies to meet the needs of our resources, even in the event of a national shortage. The government are clear that they do not anticipate the need to panic buy or stock any more additional items than usually necessary.

**12. Are all our resources going to have a deep clean?**

Our resources are undergoing deeper cleaning measures with more focus on areas with higher numbers of people congregating and in regular use, such as kitchens, communal spaces and entry points to buildings, including handrails, door handles and lifts.

We are following the guidance issued by Public Health England on the necessary specified products and steps to keep our resources as clean as possible. Jewish Care have provided additional hand sanitisers on entrances to all resources and have provided staff with additional wipes to help maintain the cleanliness of their own workspaces on a regular basis. A deep clean of the resources will only be necessary if we know of or suspect that someone with coronavirus has entered the building. In this instance, we would contact Public Health England, who would carry out an assessment and deep cleaning of all necessary areas.

**13. If the situation get worse, will all Jewish Care resources remain open and services continue to run?**

We have suspended visits to our care homes apart from those visiting relatives receiving end of life care and visiting medical professionals.

We have also suspended visits to our independent living schemes. Exceptions to this will be if a relative, or a member of the tenant's support network is delivering food shopping or other essential supplies, which can be dropped at the front entrance to the buildings and staff will bring it to the tenant's apartment.

We have also decided to suspend activity in our community centres, Connect@, Holocaust Survivors' Centre and dementia day centres until further notice.

Our social work team and meals on wheels service will remain open as our clients rely on us, so it is our priority to keep them open, safe, and running as effectively as possible.

We are currently looking at how we might prioritise what we do in our care homes, and there may well be a need to look at prioritising the running of other services if we experience a shortage of staff.

These decisions will be continuously under review and the potential for the need to run reduced services only occurring in the event of severe staff shortages in the possible height of coronavirus being classed as a global pandemic situation.

#### **14. I'm over 70 and self-isolating. Is there anyone who can help me with my food shopping?**

If you, or someone you know needs assistance with their food shopping and has no family or support networks to assist them, please call our helpline on 020 8922 2222.

Our helpline can then help connect those that need it to some incredible organisations in the community offering this specific service, who want to do all they can to assist these people with their food shopping.

#### **15. I have a relative in a care home, how can I contact them if I cannot visit?**

We know that this is a difficult time for everyone and want to do all we can to ensure regular communication is possible between you and your loved ones. Jewish Care has invested in additional iPads in each home to make sure we are able to facilitate more interaction between you.

We have also now set up the email address, which will be the easiest way to contact your relative with letters and messages you would like to send from you or members of your family.

Please use this email address to:

1. Email letters for your loved one
2. Send pre-recorded video messages
3. Send photos
4. Share drawings

Unfortunately we cannot use 'FaceTime' in many of our resources however we have set up a Skype account for each home, which will be facilitated by the additional iPads we have invested in at the home.

If you would like to schedule a skype video call please email your request to the email address of the home your relative is in, with:

- Your name
- Your relative's name (and room number)
- Your skype account (user name)
- A telephone number where we can call back to organise a time.

If you would like help downloading the app on a computer please contact the email address given for your home for a document, which we have created to help support you with this.

If you would like help downloading skype on an android phone see here:  
<https://www.digitalunite.com/technology-guides/email-skype/skype/how-download-and-use-skype-android-phones>

If you would like help downloading Skype for iPhone/iPad please see here:  
<https://www.gigsky.com/how-to-install-and-use-skype-on-ipad-and-iphone/>

We will let you know that we have received the request and schedule the call as soon as is practical (please note that the mornings are particularly busy for our home and we might not be able to accommodate calls at this time). We will be manning the email / skype address between **Monday - Friday 9am - 5pm.**

Please understand that we will be prioritising video calls with medical professionals and often we will be busy delivering care to your loved ones.

We know how important it is for you and your relative to be in touch during this difficult time and we are doing everything we can to facilitate this.

Please do share this with members of your family who we don't have email addresses for.

If you want to talk to a member of staff about your relative's care or any concerns you have, please call the home in the normal way.

The email addresses are as follows, if you do not see an email address for the home your relative is in, please contact the home the normal way.

Anita Dorfman House: [Anitadorfman@jcare.org](mailto:Anitadorfman@jcare.org)

Clore Manor: [Cloremanor@jcare.org](mailto:Cloremanor@jcare.org)

Kun Mor and George Kiss: [KMGK@jcare.org](mailto:KMGK@jcare.org)

Lady Sarah Cohen House First Floor: [LSCH1@jcare.org](mailto:LSCH1@jcare.org)

Lady Sarah Cohen House Second Floor: [LSCH2@jcare.org](mailto:LSCH2@jcare.org)

Lady Sarah Cohen House Third Floor: [LSCH3@jcare.org](mailto:LSCH3@jcare.org)

Otto Schiff: [OttoSchiffCare@jcare.org](mailto:OttoSchiffCare@jcare.org)

Rosetrees: [Rosetrees@jcare.org](mailto:Rosetrees@jcare.org)

Vi and John Reubens House: [Viandjohn@jcare.org](mailto:Viandjohn@jcare.org)