

The impact of Covid-19 on retirement villages and extra care housing

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The NEGATIVE impact Covid-19 has had on services, colleagues and customers

- Initially staff and customers were fearful
- Activities were stopped creating social isolation
- Increase in customers experiencing deterioration of their mental health
- All communal areas were closed, and visitors restricted to minimise risk
- The number of applications for the waiting list reduced during lockdown No1, however we could complete viewings by zoom if needed

The POSITIVE impact Covid-19 has had on services, colleagues and customers

- We have become more flexible in the way our services are delivered
- Staff have adopted a more agile way of working using new technology
- Appreciating how assistive technology can better support customers
- By taking measures and following guidelines positive cases remained low
- The digital system at Quince Court allowed face to face contact with customers and families without leaving the flat



Our health & well-being activities

Outdoor activities included outdoor cooking events and a VE day band



Actions to maintain safety and ensure well-being was supported effectively for services and customers



Actions to maintain safety and ensure well-being was supported effectively for colleagues

- EMT Covid Gold, LT Covid Silver groups
- All offices closed to minimise risk with sanitiser available at all entrances
- Contact track & tracing introduced
- All staff issued with full PPE
- Management teams increased welfare checks to staff ensuring mental wellbeing was in great form
- The dedicated Mental Health First Aiders were regularly promoted to staff
- Staff vaccination arranged
- Staff needing to self-isolate were not recorded as sick and received pay, this ensured people did not come into work
- Equipment provided to work from home safely



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