

Coronavirus update

Coronavirus advice for families and visitors:

2nd April 2020

Advice to family and visitors

Important update regarding visits to Ripon Abbeyfield

In light of the recent Government advice that older people must be shielded from COVID-19 (coronavirus) for a period of at least 12 weeks, we have taken the difficult decision to suspend visitors from all The Abbeyfield Society services until further notice.

Unfortunately, this means that no visits to Abbeyfield Ripon will be permitted, except in very exceptional circumstances. I understand this is difficult news, however as a responsible supported housing provider we must do everything in our power to keep residents, and the staff team who support them, safe.

The home will remain open to the staff team, local public health officials and community healthcare professionals who are needed to deliver medical and personal care. All residents will continue to receive the same high-quality support throughout this period.

The trustees and staff are supporting the residents through regular letter writing and phone-calls. We are also doing everything we can to keep life as normal as possible for our residents.

Additionally, if you believe that it is essential to visit your loved one during this period, please be assured that any request will be considered where exceptional circumstances arise. This could include things like the administration of medicines. If you believe a visit must be arranged, you can contact Helen on tel. no: 01423 712 850 or mobile 07880 550124. You can also email abbeyfieldripon@btconnect.com. Helen is monitoring emails from home and will get back to you asap.

If an exceptional visit is granted, we ask that a number of infection control steps are taken to limit any potential risk. As an example, visits should, where possible, be one-on-one, handwashing and hygiene standards must be strictly adhered to and visitors must only spend time in residents' private bedrooms and not in communal areas.

In order to help protect those who are most vulnerable in our society and in line with government guidelines, we strongly recommend that you do not opt to meet up with your loved one outside of their Abbeyfield house or home.

The Ripon Abbeyfield Society is continuing to monitor the situation very carefully and is committed to following all the latest advice from the UK and Devolved Governments and all four nations' public health bodies.

We will continue to update our Abbeyfield Ripon website with the latest steps we are taking to safeguard your loved ones and will keep you updated should the situation change. We very much appreciate your support during these challenging times.

If you have any questions, please do not hesitate to contact Helen on tel. no: 01423 712 850 or 07880 550 124 or email abbeyfieldripon@btconnect.com

Take care and keep everybody safe.