

Executive team



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A message to residents



From The Orders of St John Care Trust
Executive team



Dear resident,

We know you may be feeling anxious to be apart from your loved ones at this unprecedented time, but we wanted to write to say that you, the residents of our care homes and extra care housing (ECH) schemes, continue to be at the heart of all our actions.

As we're sure you know, our teams are working tirelessly to support you to stay as safe and happy as can be.

Just as we are seeing in our wider communities, we unfortunately have to accept that COVID-19 will reach far and wide.

With this in mind we would like to assure you that The Orders of St John Care Trust is totally committed to doing all we can to minimise the effect and spread of the virus within our 69 care homes and 15 ECH schemes.

To offer as much reassurance as possible, we would like to share with you some of the main ways in which we are doing this.



Firstly, as you will be aware, we are supporting all residents to stay within their own rooms for their own protection wherever possible. This is in line with government guidance on social distancing to prevent the spread of the infection.

We understand that this may cause some inconvenience and even distress. Please be assured that our teams will ensure you continue to receive the care you need, and

we would encourage you to talk to your carer if you have any questions or concerns.

Arrangements will be made so you can get out and about for fresh air where desired and to use bathroom facilities. Our activities teams are also working hard to provide interesting and fun activities that you can take part in from your own room and from the corridors throughout the day.



Secondly, you may notice in the coming days and weeks that Trust employees may wear gloves, aprons and masks (also known as personal protective equipment, or PPE) while providing care.

Trust colleagues will use PPE where required in line with guidance from the government and Public Health England. Colleagues will continue to adhere to the Trust's strict hygiene and handwashing guidelines.

You may be concerned about the Trust's PPE supplies. We can share with you that our dedicated procurement team is in constant contact with our relevant partners, distribution lines and suppliers to ramp up stock levels whenever and wherever PPE supplies are made available.



Thirdly, we have robust processes in place to enable residents to self-isolate, should they become symptomatic, or when a new resident moves into a home or scheme. This is for their own safety as well as for the safety of other residents

and colleagues living and working in the home or scheme.

These processes for self-isolation include guidelines on the relevant use of PPE by colleagues, as well as notifying the correct clinical bodies (such as NHS111, Public Health England, GPs and paramedics) in accordance with guidance from the government and Public Health England.



Lastly, we are ensuring your loved ones are being kept informed about these developments and we are updating them by letter, on our website and on our Facebook pages.

All of our homes have iPads and telephones so please do let your carer know if you would like them to arrange a video or telephone call with your loved ones.

Although we are working hard to keep life in our homes and schemes as normal as possible, we know that these actions mean that there will be changes to the way you go about your day which may feel challenging at times.

We would like to thank you personally for your patience and understanding during this intense period, and would like to reiterate that we at The Orders of St John Care Trust are totally committed to the loving care of all of our residents and colleagues.



With best wishes,

The Orders of St John Care Trust
Executive Team