

Abbeyfield The Dales Ltd.

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Abbeyfield The Dales - Coronavirus Update – Information for relatives and friends

The unprecedented decision to stop all visitors to our sites has not been made lightly, but we feel this is the right course of action to keep our residents and staff safe for as long as possible. At the same time, we appreciate how upsetting and frustrating this must be for you in these difficult times.

We would like to give you further information, and to answer some of the questions you may have as a consequence of you not being able to visit:

How do I keep in touch with my relative?

We will endeavour to make sure you can maintain contact with your loved one throughout this period using social media technology or by phone; and you can of course contact us if you are concerned about their health.

Will the service my relative receive be affected?

The services your loved ones receive from Abbeyfield The Dales will not be affected by this restriction, and the food, care, medication and most social activities will continue as they do now.

I normally do some food and other shopping for my relative and bring this into, can I still do this?

The simple answer is yes. However, you will need to leave the shopping at reception, and a member of staff will deliver the shopping to your relative. If the delivery is outside hours when reception is manned, then please call a member of the care team, who will come and collect the shopping from you at the main entrance door.

I normally do the personal laundry for my relative, can I still do this?

You will not be allowed to do the personal laundry on behalf of your relative. A member of the on-site team will do the laundry instead; there will be no charge for this service whilst this restriction is in place.

Are you restricting the movement of my relative?

There is no government guidance at present that suggests we should restrict a resident's access to go out into their community as they wish. Clearly your relative should follow government guidelines about social distancing, hand hygiene, etc. if they decide to go out.

What happens if my relative or another resident becomes unwell?

We will implement our strict and effective infection control measures to isolate the individual concerned, monitor their health, and take additional action if their health does not improve. I wish to reassure you that you will be kept fully informed should your relative become unwell at any stage, and please remember the actions we have taken to restrict access are designed to prevent this happening.

You will be aware things are progressing quickly in society in general and we will endeavour to keep you informed if circumstances change, and if we need to step up the measures we have already taken or relax them as appropriate.

We are a member of The Abbeyfield Society
Royal Patron HRH The Prince of Wales

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We are sure you will all understand that our duty of care is to make sure our residents, your loved ones, and our staff are safe and protected as much as we can, and that is why as a precautionary measure we are stopping you visiting for a period of time.

If you wish to speak to a member of our team for further information or about your concerns, please contact our sites directly, numbers can be found on the relevant property page of this site.

Thank you.