

Crown Care Homes & UK Coronavirus Outbreak

Crown Care Homes have a no visiting policy in place since 16th March 2020 due to the UK Coronavirus Pandemic. We are continuously monitoring the advice from government and our regulators to ensure we are safeguarding our residents and colleagues. We review this information regularly and will share with our families in the event of any developments.

Keeping Loved Ones Connected During Visiting Restrictions

We do understand how worrying and at times frustrating it can feel when suddenly all our many loving relatives are unable to visit as a result of the Social Isolation Instructions from Government. To be suddenly faced with a situation that you don't know and are not able to come and see for yourself is a great worry and we know how important it is for you to see and witness that your relatives in our care feel safe secure and are being well looked after. With this in mind we have introduced video calling so that relatives and residents can use

FaceTime, Skype and other such technologies to keep in contact with their loved ones as well as regular phone calls with you when you can talk to your relative and ask them directly how they are getting on.

Social Media

Whilst most of our homes have been using social media for some time now we have set up Facebook pages as a place for families to keep updated with all of activities still taking place in our homes as well as having another way of keeping in touch. We have seen great benefit of our Facebook pages in keeping families and residents connected as well as creating some amazing memories.

Occasions & Celebrations

Our aim is to celebrate occasions how we usually would but due to the lockdown we recognise that families and friends are naturally going to be missed therefore with the help of technology we have been able to celebrate some great occasions in our homes – from virtual parties to Zoom birthday's and video calls.

Intergenerational Keeping in Touch

We are very pleased to see our youth and young children still taking part in our care homes albeit from a distance. It has been heart-warming to see all the children involved in creating pictures and rainbows, newspapers for our residents, flags and bunting for celebrations. We have had youth take part in fundraising for residents to make lockdown more fun and so many donations. It is wonderful to see the engagement whilst maintaining the no visiting policy.

Letters & Messages

We have been inundated with messages and letters of support not only for our staff but also for our residents. We have encouraged people to continue sending in letters as a great old fashioned way of keeping in touch.

Phone Calls & Email

Please remember families can still call us to speak directly to relatives. We have introduced more lines into our homes as well as mobiles for each floor to make the flow of calls smoother. We also encourage emails and we actively email families regularly to keep everyone updated.

Crown Care Executive team and senior managers assess the situation daily and will continue to monitor the situation.