



MIDDLETON HALL

RETIREMENT VILLAGE

AN EMPLOYEE OWNED COMPANY

Coronavirus (Covid-19)

Following our communication two weeks ago and the information sessions we held for residents and families about Coronavirus last week, we are writing to update you on Middleton Hall's Contingency Plan.

Although the government has not yet moved from the containment phase of the virus, we feel that we should take a proactive approach rather than reactive and take early action to reduce the risk for our community.

During this week, we are moving to Stage 2 of our Contingency Plan and reducing the level of external contact. This means that we are suspending use of Middleton Spa by external members, discouraging visitors and suspending use of the Orangery and Restaurant by visitors after this weekend. All our facilities will remain fully open to our residents.

Middleton Woods and The Waterside

We would ask any residents returning from holidays abroad or if they have visited any areas where there is a significant outbreak of Coronavirus in the UK to contact us before returning and potentially self-isolate. We would recommend that residents reduce the amount of travel by public transport, avoid large gatherings outside Middleton Hall and be cautious with family and friends who have returned from abroad.

There will not be any further coffee mornings in March or April and we would ask independent residents to avoid bringing guests into the main building at Middleton Hall over the next two weeks.

We will also be suspending shopping trips in our minibuses after Wednesday (when there will be extra trips) and suggest residents order groceries and supplies online. Roz Price in Middleton Woods and Ken Boston in The Waterside have kindly volunteered to co-ordinate deliveries – thank you. Please get in touch with them if you would like any assistance or to share orders online.

Housekeeping have increased the cleaning of contact points in Middleton Woods.

Care Services and Middleton Grove

We would ask families and friends to avoid or reduce visits to residents for the next two weeks unless essential, especially if they have been in areas where there is increased risk of Coronavirus – major conurbations like London, and not to visit if they have returned from abroad within the previous 14 days. We are also asking our Co-owners to take similar precautions.

We will be changing any trips out to avoid public places. For most people, Covid-19 is a mild disease but we do have significant numbers of residents who are vulnerable to a more severe illness should they be exposed. Given the long incubation period, we hope people will understand that we should reduce the possibility of a visitor inadvertently infecting a resident in one of our care services. It is likely that if the spread of Coronavirus continues, we may close to visitors entirely.

Middleton St George, Darlington, DL2 1HA

Tel: 01325 332207 Email: info@mhrv.co.uk Web: www.mhrv.co.uk

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We will be restricting the Orangery and Restaurant to residents only after Sunday this week although we will review the situation for those who have booked Mother's Day lunch in the Restaurant next week.

We will be discussing risk with non-essential visitors this week – hairdressers and therapists for example.

A lot of work has already taken place to put preparations in place should there be significant disruption or school closures impacting on our Co-owners, so we believe that we are well prepared. This does include holding higher stock of essential supplies. The only difficulty we have at present is the delivery of additional wall mounted hand sanitisers that were ordered almost two weeks ago. We are working with other ARCO retirement communities with a weekly conference call to share ideas and best practice and ARCO are liaising with the Department of Health and Social Care on supply issues.

The key advice remains vigilance about handwashing. Two useful sources of information are:

<https://www.bbc.co.uk/news/health-51711227>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

I trust that you will understand and respect our decision to act early – there is a difficult balance between the effect on residents' social lives and reducing risk to our more vulnerable residents. We would also not wish to alarm anyone but hopefully reassure people by acting pragmatically at this stage in taking a precautionary approach.

Stage 3 of our plan would be triggered if there is a case of Covid-19 for a resident, visitor, Co-owner or Co-owner's family. At that point we will be closing the restaurant, Orangery and Middleton Spa and stopping all but essential visitors, as well as implementing rigorous infection controls.

We will continue to keep everyone updated by email rather than post. As previously requested, please make sure that we have up to date email contact details for all family members or friends of residents who wish to be kept up to date. Email reception@mhrv.co.uk with name of resident, name of family contact and relationship to resident. These details will only be used for communication about our contingency plan.

If you have any queries, please email or call reception for further information.

Yours sincerely

Jeremy Walford
Managing Director

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