



Moving in guide for families

Our promise to you

We know that the coronavirus pandemic has changed how people think about moving into a new care facility, but at Bespoke Care and Support our priority is, and always has been, the safety of the people we support, colleagues and visitors in our homes.

We will always follow Government advice and have clear processes in place to prevent and contain infection and have a clear plan to source PPE, enhance infection control training for our staff, ensure our cleaning and hygiene protocols are robust and communicate with the people we support and their families.

Giving you confidence

If one of your family members is moving into a Bespoke Care and Support home, we want to reassure you that we have taken every precaution to safeguard their health and wellbeing by introducing new measures that complement our existing high standards.

We have created this guide to show you how we support your family member through their journey into a Bespoke Care and Support home.

Here at Bespoke Care and Support, the safety of your family member is paramount so we have created 'Our promise' which outlines the 10 steps we will take to protect the people we support and the expert teams who look after them.

Stringent Cleaning



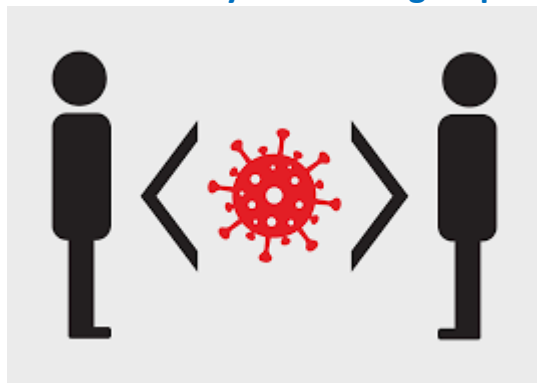
Good supplies of PPE



**Pre-bookable socially distanced
Visiting options**



**People encouraged to mix in small
Socially distanced groups**



**Engaging lifestyle in our
Day services areas**



Dining in own apartments



All visitors will be briefed on safety and cleanliness procedures before their visit and will be provided with masks and sanitising gel on arrival.

Our stringent cleaning protocols ensure high traffic areas in the home are disinfected on a regular basis.

We regularly review our homes to provide an extra level of reassurance via detailed compliance checks.

Our caring and passionate teams will go above and beyond to ensure the lives of the people we support remain as normal as possible in the current pandemic. We are passionate about protecting privacy, dignity and the right to personal choice and aim to support our service users to enjoy the highest quality of life possible

Your involvement as a family

We understand the importance of family connections and relationships and are monitoring government guidance on a daily basis to enable us to balance the risk and reward of face to face visits. Our intention is to communicate with you on a regular basis to help reassure you and keep you informed.