



Avante Care & Support's response to the Coronavirus

Our staff teams remain focused on protecting the safety and wellbeing of everyone living and working in our care homes and using our home care and wellbeing support services.

We are continuing to monitor any changes to Government-issued guidance and adapt our ways of working accordingly. We continue to follow every hygiene and clinical procedure developed on the back of information issued by the NHS, Public Health England and the Department of Health and Social Care as well as follow best practice among our peer organisations in the National Care Forum.

The introduction of external visits to our care homes have proven extremely beneficial for both residents and their families and though we appreciate the visits are not quite the same, we have received numerous positive feedback from families being able to visit their loved ones again, safely. We are very grateful to the patience, help and support from families working with us to ensure new visiting protocols are meticulously followed, as it enables us to protect their loved ones and those working at our care homes.

Our first priority remains the safety of residents, service users, colleagues and visitors in our homes and using our home care and wellbeing support services with this in mind, we are carefully following guidance issued by the NHS, Public Health England.

All of our care homes are managing external visiting times and can be contacted directly to arrange an external visit, staff will then explain what is required when visiting loved ones, such as the use of PPE when visiting. Contact details for all of our care homes and home care and wellbeing support services can be found on our website.

We would like to thank all families for their continued patience and support during these turbulent times.

