

A message from Debbie Dales, Town Thorns Care Centre Manager

I'm sure you will have seen much on the news about care homes and how they're managing with this crisis. You can get an overview of Ben's response [here](#), but I wanted to share what is happening at Town Thorns Care Centre.

Since the beginning of March Town Thorns and our other care centres closed their doors to all but essential visitors. At the same time we stepped up our infection control measures in line with government guidance and have since been very vigilant of our residents' health, continually monitoring them for possible signs of coronavirus. The staff have also adopted other practices to control any infection getting on site, and importantly, ensure they monitor and protect their own health.

These changes have all been necessary in order to keep our residents safe. This has, however, created a few challenges for the centre - our residents have not been able to see their relatives through this period, and staff have had to take time away from work whilst self-isolating to ensure they don't pose a risk.

I am immensely proud of the team at Town Thorns and how they've pulled together in these difficult times to make sure our residents continue to be well cared for and supported, despite the obvious challenges. They continue to put on activities, to keep the residents entertained and busy, and to remain cheerful and positive, despite the stresses that all frontline workers are having to deal with. From Easter decorations through to indoor cycling and outings in the beautiful Town Thorns grounds, our carers have gone above and beyond to make sure our residents are not missing out.

To support our carers Ben have put in place various measures, including free meals and counselling services to help them deal with the stresses of their role and continue their amazing work.

I would like to thank those relatives who have sent in messages of appreciation and support. These are incredibly difficult times for our residents and their families and it's encouraging to know that relatives are comforted by the care we provide.

We are also really grateful to our local community who have been supporting us with gifts for residents and staff. These are amazing gestures that truly make a difference to the people living and working at Town Thorns Care Centre.

These are very challenging times for care homes, especially regarding the sourcing of appropriate personal protection equipment (PPE). We are lucky to have a team of people dedicated to sourcing equipment for us and have been fortunate to have sufficient supplies to meet our needs.

Please be assured that we are committed to providing the best level of care to our family, the residents and are doing all we can to look after and protect them through these very difficult times.