

7TH May 2020

Dear family member

Since my last communication the country has moved from Level 5 to Level 4 lockdown. At Greendale House and The Mews, nothing has changed however, and they are still in total lockdown until further notice. With respect to the Cloisters, they are free to move about, as long as they comply with the Level 4 regulations.

TELEPHONES

A new piece of telephone equipment has been installed at Greendale, which should improve the reliability of the telephone communication. I am cautiously optimistic. Only time will tell. Please continue to use the following numbers – 033-2391300 or 0879971080, and follow the prompt.

We are purchasing a cell phone for Greendale House as a back-up means of communication – the number will be advised shortly. In addition, we are investigating the possibility of using this cell phone to enable our residents to communicate with family members via WhatsApp and Zoom. We will keep you posted on this development.

A WORD FROM THE MATRON

The residents are all doing well despite having been in lock down since the 22nd March. They are missing their families and outside contact of course, but generally they are coping quite well. Some are needing extra TLC which we are able to supply in abundance. Due to us moving from Level 5 to 4 we are allowing admin staff to come in on a rotational basis. We are showing movies 3 afternoons a week, and our Diversional Therapist has returned to work 3 mornings a week to motivate us all. A few different faces have made a huge difference to the residents' morale.

We are following all the necessary protocols for keeping the residents safe from the Covid-19 virus. Cleaning staff, carers and kitchen staff are all doing a fine job in maintaining high standards of hygiene, and comply with being checked by the gate guard whenever they come on duty. Temperature taking and hand sanitizing are now the norm.

Any person presenting with flu like symptoms will be identified quickly and placed in isolation, the Doctor called, and decisions made. Staff who present with flu like symptoms are asked to stay home or if they come to work ill, will be sent home.

Only deliveries from pharmacies or chemical and equipment companies are permitted. No unauthorized person is allowed into the home.

All staff are positive and busy. As in any frail care establishment there are many health issues which need to be addressed and we try to be balanced and effective in our care.

GENERAL

Should you have any queries or concerns, please feel free to contact either Sister Selby at greendale@hadca.co.za or myself at admin@hadca.co.za. You can also use these email addresses to send personal emails to family. They will be printed out and delivered.

Sunday is Mothers' day. Regrettably no personal visits are possible. You are welcome, however, to drop off a gift or flowers, or arrange for something to be delivered to your loved one. This can be left with the guard at the Greendale gate, and he will ensure it is delivered for you.

May I take this opportunity to wish all mothers a happy Mothers' day for Sunday.

Yours faithfully

A handwritten signature in black ink, appearing to be 'JH' with a checkmark-like flourish at the end.

JOHN HUGHES

CHIEF EXECUTIVE OFFICER