



COVID-19 and future pandemics.

Guild Living's response to the impact of COVID-19 on care homes and how to mitigate disease outbreak in Guild Living Communities.

Introduction.

The COVID-19 crisis is having a tragic impact on people in the UK, particularly within the Care Home sector.

At Guild Living, we are acutely aware of our responsibility to ensure that our future later living community in Epsom is safe for those who live, work and visit there. In this document we set out our response to deal with such scenarios as COVID-19 and any other future pandemics or disease outbreaks.

How will Guild Living protect Members, staff and visitors from COVID19 and other life-threatening viruses and diseases in the future?

Guild Living has created a pandemic policy to protect members from COVID-19 and other life-threatening viruses and diseases, which will ensure all our communities are aligned and working to the highest standards of risk management. As the operator and registered provider of the care services within Guild Living Epsom, this allows us to address issues both in design and operation and put in place measures to prevent infection, to action change and to mitigate future risks.

Operational.

- Guild Living will develop a protection system for members, staff, and visitors to Guild Living communities through the establishment of the "Guild Shield". Led by academic research and the latest approach to biosecurity technology, the "Guild Shield" will provide private testing to all those at risk to safeguard against further spread. Early indicators and key vital signs are incorporated into our health applications to ensure those using the technology are alerted.
- The Guild CaRE and Wellness Technology platform has been created to obtain a key number of medical biomarkers. Our team of experts will lead and advise, ensuring that Guild team members are trained in understanding the indicators of infection so these can be identified and acted upon at the earliest opportunity. Recognising trends and readings that demonstrate the signs of infection will enable the Guild CaRE team to communicate with the Member and the appropriate medical support be delivered faster and more effectively than is currently being experienced.
- The Guild CaRE Director of Physical Wellness and Biosecurity will lead the implementation of biosecurity protocols and technology that will ensure that all Guild Living team members and visitors are subjected to the strictest infectious disease controls ensuring that the "pass through" of diseases are eliminated.
- An Infection Prevention Practitioner will also be appointed to lead all actions and carry out internal auditing to maintain the highest standards possible across the community. They will be the link person to the wider healthcare community services engaged with public health and multi-disciplinary conversations.
- This role will lead training to ensure that all Guild staff are aware of the latest medical advice on prevention and treatment of diseases for both members and visitors.
- Guild CaRE staffing will reflect a focus on ensuring our members receive the highest standards of support. Higher numbers of teams both day and night will allow a more personalised approach, but also limit any potential increase in exposure of risk from staff to member.



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- Guild Living has already established links to local NHS stakeholders. The communication between healthcare establishments is fundamental to support the identification, prevention, and resolution to such threats.
- Guild Living will have appropriate PPE equipment available 24/7 and the highest standard of training for ALL staff on how best to isolate and contain any such infection. Infection control and containment training will be standard for all team members. We will also require that suppliers and contractors will be able to demonstrate adherence to our strict standards in infection prevention and control. This will ensure our approach is permanently proactive rather than simply reactive.

Design.

- Guild Living communities have been designed to enable social distancing as required during the COVID-19 crisis.
- All of the Guild Residences have their own kitchen, dining and living areas which facilitates any requirement to self-isolate if required.
- On-site Guild Food and Beverage outlets are able to provide dedicated meals in times of lock-down.
- Within the higher-level CaRE community, care units are grouped into households, each being made up of a small number of individual care suites. This significantly reduces the risk of infection through better containment and enables the same team to continue to support those Members with higher needs during times of disease outbreak.
- Entrance to the CaRE community will have a dedicated secure access lobby. This will eliminate the risk of cross contamination with the wider community as it restricts use and footfall to areas where those being cared for have greater vulnerability.
- The dedicated secure outdoor garden area for Members living within the Guild Living community allows access for secure external areas and fresh air for activity.
- The design of the CaRE precinct has multiple innovations to reduce risk and spread of infections like COVID-19:
 - The area of CaRE is split into 'households' where Members live in a small number of groups minimising risk and allowing separation where required.
 - Each of the living areas have multiple lounge and activity areas. This allows for Members to stay active but allow for greater distancing if required.
 - CaRE Suites are large and have an abundance of natural light with floor to ceiling windows.
 - Members can have meals in separate secure dining areas if required.

If you have any questions about Guild Living's response to COVID-19, please do not hesitate to contact me or my team.

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