

Dear Jasmine Team

I thought another team update was well over due, and can only apologise for the passage of time since my last update, however, I hope you will understand just how busy things have been by the time you have finished reading this email.

In line with Jasmine's belief in honest communication, there is both good and bad news in this update. However, I think it is important that you know everything going on at Jasmine. I am also a big believer in learning from each other's challenging experiences!

Covid-19 Update

Until mid-last week, Jasmine was defying all probability and doing remarkably well by having no positive cases of Covid-19 amongst our residents or team members. However, I am sad to have to inform you that a few Jasmine Team members (including the Home Manager) at South Moor Lodge were diagnosed as positive with Covid-19 last Wednesday, followed by some of the home's residents testing positive last Saturday.

However, the dedicated South Moor Lodge Team are really exemplifying the Jasmine Values, and doing everything possible to support each other, and ensure that all our residents are well cared for.

In turn, I hope the South Moor Lodge Team feel that Jasmine is doing everything we can to support them at this difficult time, including providing all the equipment, support and advice they need at all times. The following are just some of the things that Jasmine is doing to provide support and help:

- We are constantly liaising with Public Health England, CQC and Infection Prevention Control to update them on everything happening at South Moor Lodge;
- We are following all the latest advice from the Government, and the above bodies, to ensure that we are following best practice at all times;
- Tests are being carried out on all team members when appropriate to ensure that no team member with the infection are working at South Moor Lodge;
- The Jasmine Support Team, including myself, Dawn Louth (Compliance Support Manager), Steven Dexter (Team Support Manager) and Rosalind Martin (Jasmine Support Hub Manager) are available on the end of a phone 24/7 to provide help and support;
- The residents with the infection are now in a separate part of the home, and are being diligently cared for by a totally separate staff team to the residents in the rest of the home;
- We are authorising and actively encouraging additional staffing hours for the home, so that the South Moor Lodge team can adequately operate and staff both parts of the home, and be able to provide even more care for all our residents with symptoms;
- Across the Jasmine group we have plentiful supplies of all the PPE our teams require (including masks, aprons, gloves, hand sanitiser and anti-bacterial soap) due to having stocked up from private sources in advance of this outbreak, and subsequently replenishing them through additional more expensive private sources. We can therefore arrange to have anything South Moor Lodge is running low on delivered by a member of the Jasmine team, the same day from our central supplies, well before it runs out;
- As a further precaution South Moor had a further delivery of additional masks and hand sanitiser on Sunday to ensure that the home has many weeks worth of supplies of *all* essential items they need;
- Full PPE is being used in both parts of the home as an additional precaution; and
- We are constantly liaising with the very capable, and dedicated, management and senior team at South Moor Lodge to offer support and advice.

My only wish is that Jasmine could do more to support them.

So What we have learnt from this?

The main thing everyone should take away from this, is that if you are not feeling well in any way (including migraines, stomach aches) please don't come into work, and instead go and get tested. Tests can be arranged within 24 hours, and test results are coming back 1-2 days later, so you won't need to take much time off work if it is a false alarm...it is much better to be safe than sorry...

This has also shown us just how important social distancing is, so please do follow the guidance religiously, and please go beyond the official guidance at all times outside of work if you possibly can, particularly as the restrictions for the wider population become more relaxed over the coming weeks. Please continue to reduce the number of trips to the shops you make, and other non-essential trips out when you are not at work. This will continue to radically reduce the chance of the infection entering your home.

Although I believe that the South Moor Team responded really well to their outbreak, I am confident that Jasmine will be even better prepared *if* we have another one!

The other thing you should all know, is that just because one of our homes has the infection, this does not make it more likely your home will get it, as for over six weeks now no member of the Jasmine Team has visited more than one of our homes. This was a decision made at the same time as stopping all non-essential visitors entering our homes.

Therefore you all still have TOTAL CONTROL over reducing the chances of getting the infection in the home you work at, by following all the official guidance, implementing Jasmine's comprehensive Coronavirus action plans every day, and the continuing to carry out all our additional infection control procedures!

Now is not the time for us to get complacent!

Appraisals & Pay Reviews

Despite everything going on at the moment, I am so pleased that almost everyone in Jasmine (who started before 1st January 2020) has now had a full appraisal this year.

In addition, as of today, you should all have received your pay review letters; with your pay reviews directly linked to your appraisal ratings. Your appraisal ratings having been based on your attendance, your mandatory training score, your jasmine values scores, and the achievement of your objectives.

Hopefully there were a few ideas in all your appraisals about how you could be even better next year;-)

I am delighted that we increased the *average* amount that everyone in Jasmine is paid over the National Living Wage again this year in line with Value 5.

Jasmine Spring Newsletter

There is lots more background and information on the appraisal process in the latest Jasmine Spring Newsletter, which is now on Relias. You can click on the link below for easy access to this:

<https://jasminehealthcare.training.relias.co.uk/Learning/Catalog.aspx?CourseCode=374516>

We have purposely scarcely mentioned the pandemic in our newsletter, in order to keep it light and positive, so hopefully you'll find it a light hearted and informative distraction to everything else going on at the moment...

Jasmine Compliance Report ("JCR") Scores

Following on the positive theme, I am really pleased that in March we achieved our best overall Jasmine Compliance Score ever with a score of 92%; with four of out of five homes achieving over our target of

80%. Similarly our overall Jasmine mandatory training score was a staggering 96%; again our highest score ever!

Let's aim for similarly great scores in April, so can you all log in to Relias, and just check you don't have any mandatory training outstanding!

Thank you all for continuing to stay focussed on providing the great care you always do throughout this period, which these scores really evidence that you have.

NVQs

If you haven't already, please do sign up to an NVQ, as our training companies are still signing people up.

If you're already doing an NVQ, do try to progress it as much as you can during lock down, and let us know if your assessors are not readily contactable, and we'll chase them up for you.

And if you already have an NVQ, can you ensure that this is on the training matrix (which should be up on your team notice board), and if not, please bring in your certificate for your manager to scan.

Jasmine is more keen than ever, to have over 60% of its team with an NVQ or equivalent meaningful qualification in care.

Rewards

As mentioned previously, we will be paying an extra £2 per hour to everyone in Jasmine for the hours that they have done in April *above* their normal average monthly hours.

We will also be doing this again May 2020.

Wellbeing & Holidays

However, we do all need to look after ourselves, and never more so than during this difficult time, so please do continue to book time-off if you need to, even if it is just a few days at a time. This could all go on for a long time...so don't keep putting off taking time off if you feel you need a break.

Everyone needs to be fighting fit for all eventualities!

And remember, limit your news intake...and don't read any unofficial social media posts, there is a lot of nonsense out there!

Thank You

You are all doing a sensational job, and it is amazing that you are all continuing to provide the highest standards of care to our residents despite everything going on.

I am so proud to be a member of the Jasmine Team!

Chris

Chris Clark
Managing Director



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