

CLOSING A CARE HOME IN A PANDEMIC

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**What
happened?**



Impact on Staff

- 'Heartbroken, feeling totally numb and helpless that you can't help your residents, who were your family'
- Fear of not being able to find a new job
- Fear of working with a new team
- Having to send residents away
- Changing workload
- Managing emotions



Impact on Residents

- Fear and apprehension
- Thrown out their home
- Distraught and anxious at the prospect of being displaced from their home
- Residents extremely upset prior to their move

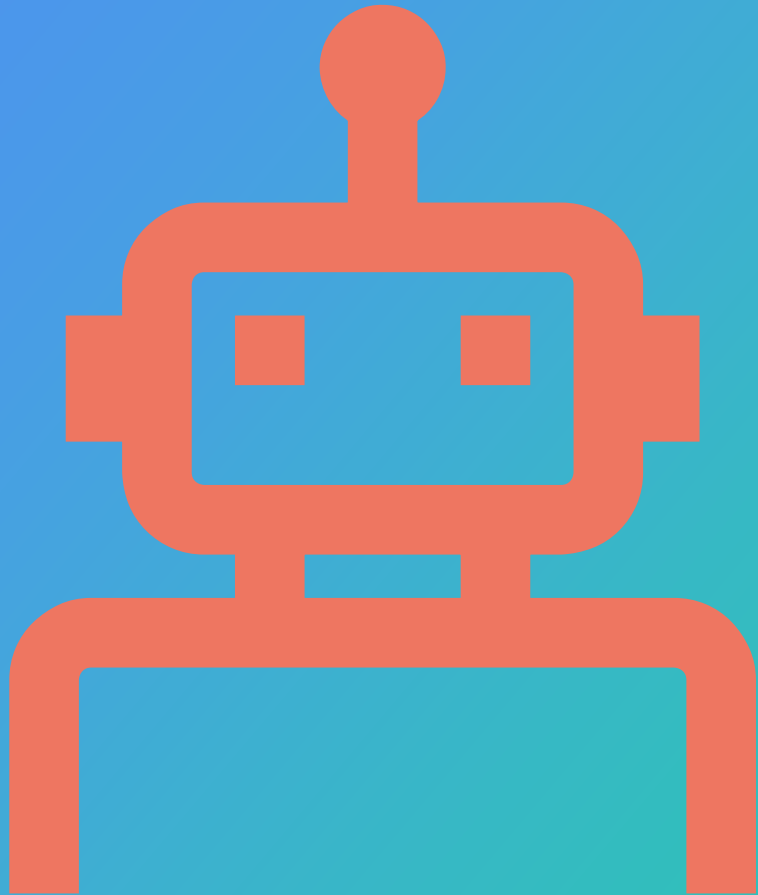
Impact on Families

Had to be informed by
phonecall

Unable to visit and support
their loved one

Unable to visit potential new
homes

Unable to support their loved
one through the move



How to do it?

- Keep everything open and honest as possible
- Keep resident focussed
- Have a clear plan for each move



COLLABORATIVE WORKING?

