

## Information and guidance

A number of responses from care home managers and staff highlighted the difficulties they had faced in accessing crucial information and guidance to support them in minimising the spread of the virus and protecting residents and staff. Particular issues were highlighted about the amount of rapidly changing information that care homes were receiving, often from multiple bodies, which was often confusing or contradictory.

**“To have better communication and guidance from the start. I felt that Care Homes were left to deal with this life-threatening pandemic on our own at the beginning.”**

**Care Home Worker**

**“It took almost 4 weeks for agencies to get together to co-ordinate sending information through. The information ran to so many pages it took all our time to read it, digest it and put it in a useable form for our staff to understand and implement quickly. It was geared towards clinical setting and not to care homes and some entirely inappropriate.”**

**Care Home Manager**

**“We would like more direct information, so many reports aren’t a true reflection of what is happening. We are sent endless emails every day from 2-4 sources repeating the same information making it impossible to trace the important information needed, or you just don’t get the information needed.”**

**Care Home Worker**

Some care home workers and owners/managers also highlighted a lack of practical guidance to support them in their work.

**“More training, I feel that if staff were made aware and had in-depth training, we would be better equipped to handle the Covid-19 pandemic. A clear communication between the workers and the service so we are kept involved in decisions as they happen and have a voice in the decisions.”**

**Care Home Worker**

**“Clearer guidance from Welsh Government, Care Inspectorate Wales, Public Health Wales and local authorities - which all reflect clear messages with practical advice. Not being bombarded with loads of info (some conflicting) from loads of sources.”**

**Care Home Manager**

**“More in depth guidelines on PPE and action plans ready in place by organisations to ensure we are ready for our next crisis.”**

**Care Home Worker**