



Lugano

Brochure & Information Pack

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INTRODUCTION

Welcome to Lugano! Lugano is an elegant residence for up to twenty seven older people and those with a diagnosis of dementia. We are situated in a country setting within minutes of Epping Forest and all amenities. Lugano has been family owned for the past 30 years and consider ourselves to be a “home away from home”.

CONTACT DETAILS

Our address is:

3 Powell Road
Buckhurst Hill
Essex
IG9 5RD.
Tel: 0208 505 2695
Mail: luganocarehome@gmail.com
Website: www.luganocarehome.co.uk

The Manager of Lugano is Stephanie Mirams. Stephanie may be contacted by telephoning the home. Stephanie may also be contacted on 07437 857 742 and by email; luganocarehome@gmail.com. Any enquiries regarding vacancies at the Home should be directed to Stephanie.

The Responsible Individuals of Lugano are David Pearce and Michael Brook and they can also be contacted at the Home.

The home was established by David and Michael in 1986 and has a very interesting history. Lugano has been under family proprietorship and supervision for all of this time. This has resulted in our considerable expertise at caring for the elderly and is reflected in the atmosphere of the home, which is friendly and relaxed.

The Home can accommodate twenty-seven service users in 21 single bedrooms (several have en-suite facilities) and 3 double bedrooms. Bedroom sizes range between 10 and 16 square metres. Ten bedrooms are located on the ground floor, with all others being easily accessible on the first and second floor by using the lift. The building is 120 years old and benefits from many spacious rooms. It is therefore particularly well suited to the use of wheelchairs if required. Communal rooms include a beautiful dining room and lounge. Lugano is set in a lovely location with stunning gardens overlooked by a lovely terrace



NEEDS AND INTERESTS CATERED FOR

We can currently cater for up to 27 service users over the age of 65, both male and female. Both state funded (with top up) and private fee paying residents are welcome. A small proportion of service users may be diabetic with basic nursing requirements. However, we are not a registered nursing home and as such cannot offer full time nursing care, although we use full district nurse support services and individually tailor appropriate care plans. Our current service user group does not include anyone with special religious, cultural or linguistic needs. However, we are open to offering such services, provided that assessment procedures demonstrate that we would be able to provide them. Religious attendance for external services is possible for some service users, with certain denominations offering a collection service. Our visiting Minister from St John's holds monthly services and religious festivals at Lugano and all are welcome.

Prior to and upon admission to the home, service users can expect a full assessment of their needs.

Daily life for service users in the home will include plenty of choice regarding meal times and content. Our kitchen is managed by our very capable and willing qualified team. She offers a rotating menu of fresh home-cooked food and there are always alternatives on offer if desired. Cooked meals are available three times a day and there is no restriction upon access to snacks and sandwiches etc.

Daily care needs for service users are met by our care teams; these may include assistance with personal hygiene, feeding, oral care and mobility. Individual care plans are written to assist with the care process. Where possible they are compiled with full consultation with service users concerned and/or their relatives. Relatives wishing to become involved in their relative's care plans are advised to discuss this with the Manager, Stephanie Mirams. She is responsible for implementing and reviewing all care plans on a monthly basis. Monthly reviews are conducted with the service user, our senior staff and other care professionals, for example, social workers. If a care plan needs an urgent update this may be conducted by senior care staff and the service user and the Manager will always be notified.

Where a service user is unable to advocate for themselves, we aim to use an external advocacy service, to provide impartial input into their needs and requirements.

As we slowly return to normal life, subject to guidance, most people are looking forward to getting out and about and being part of our local community again. In addition to social outings which we hope to recommence, we also offered a range



of in-house activities to suit a variety of tastes. The Social Calendar is located on the notice board in the Hallway every month for further information. Residents are also issued with their own personal copy of the social calendar, and it is also emailed out each month to relatives to keep people better informed, particularly during the pandemic. As a reminder here are some of the things, we would normally do either as a group or one to one but have been unable to during the past 12 months, due to the pandemic. We hope to include some of these social events again in our calendar in the near future, garden centre visits with lunch, canal boat trip & lunch on board, themed garden party and BBQ's, lunch club on Tuesdays, regular shopping trips, family barbecues throughout the summer months, coffee afternoons at Belgique, ladies (and gents!) that lunch club, theatre trips, monthly vintage tea afternoons on Fridays in Woodford Wells, carols by candlelight at Christmas.

Facilities at Lugano

- **Country Gardens and Terrace, with Panoramic Views**
- **Hairdressing, Podiatrist sand Beautician Services available**
- **Passenger Lift**
- **Internet and Wifi access for Residents**
- **Dedicated Resident telephone line with video call capabilities**

We are always looking at ways to improve and expand our social calendar and are led by residents and their wishes. We have expanded our social calendar and use of our large dining area is made available to service users wishing to engage in hobbies. Expenses incurred for Hobbies and certain social activities are not included in the basic fee for services. Upon admission to the home, we welcome the maintenance of relationships with the service user's friends and relatives. We have an open house policy and many friends and relatives enjoy occasional meals with our service user. We ask that all visitors to the Home record their entrance and exit in the file provided on the table by the front door.

We do not offer any in-house therapeutic services to service users. However, a number of external agents visit the home on a regular basis, and all residents have access to their services. These include optician, hairdresser, beautician, chiropodist etc. Other appointments that access healthcare services such as GP and dentist are made externally, unless medical services are needed in an emergency, when GPs will attend the premises. When external appointments are required it is company policy for Service Users to be accompanied, whenever possible, by a family member and for all transport/taxi costs to be met by the Service User. We may also access NHS Direct for advice relating to personal health issues.



STATEMENT OF PURPOSE FOR LUGANO

Philosophy of Care

Our main purpose is to provide consistently high standards of professional care in order that those we care for can live as normally as possible, their individuality, independence and dignity being respected and upheld.

Aims and Objectives

The Aims and Objectives of Lugano are primarily to provide residential care for people within a safe, homely and caring community. We work closely with the six broad values provided as guidelines by the Department of Health, thus aiming to promote the following aspects of care:

Privacy¹

Those in our care expect to enjoy the same standards of privacy we all generally expect to enjoy. Being alone, free from intrusion and disturbance etc. are basic human rights and are reflected in our care practices and attitudes to our standards of care. By nature, being in a place of care provision can make it harder to enjoy privacy than, for example, living in one's own home. We need to stay alert to this and sensitive to its significance.

Confidentiality, trust, freedom from gossip all contribute to both the reality and perception of privacy, which is another reason why we take such matters so seriously.

Consultations with those in our care by the following professionals, and similar others, will always be strictly in private unless specifically requested otherwise:

- Health
- Social Care
- Law
- Finance.

Staff must always knock on the door before entering or being invited to enter a resident's room, bathroom or toilet.

Residents may have private use of the telephone whenever they want by using the hand held cordless phone, located in the office. Residents are expected to pay for telephone calls.

¹ Lugano Policies and Procedures/Quality Assurance file located in Office



Dignity²

We recognise the importance of maintaining the uniqueness and character of each and every person in our care. Thus we aim to uphold a standard of care that reflects this in practice.

Therefore, we are careful to avoid situations for those in our care that may lead to impairment of their self-esteem and sense of worth. Where such situations might occur we seek to diffuse them gently and sensitively.

The purpose is to uphold the dignity of anyone in our care. The spirit of this extends to staff, colleagues, visitors etc.

We will not tolerate any practices that may impair a person's dignity whilst practices that contribute positively to a person's dignity are encouraged.

Independence³

There is always the possibility that a person in our care may come to rely on being cared for more than is necessary, thereby reducing their independence unnecessarily. Therefore, we encourage those in our care to do as much for themselves as possible. Our role is to assist them with those things they find difficult or are unable to do for themselves.

This is important because we seek to promote and encourage independence as far as is reasonable rather than unwittingly foster dependence.

From time to time we will have to accept varying degrees of risk when those in our care exercise their independence and we will note such circumstances in the care plan.

Choice⁴

We encourage those in our care to exercise as much choice and make as many decisions for themselves as possible, thereby contributing to their autonomy and fulfilment.

A variety of residents' choices are recorded in their care plan and amended as circumstances change.

Choices could include:

- Use of room

² Lugano Policies and Procedures/Quality Assurance file located in Office

³ Lugano Policies and Procedures/Quality Assurance file located in Office

⁴ Lugano Policies and Procedures/Quality Assurance file located in Office



- Activities
- Social interests
- Accepting/refusing visitors
- Where and what to eat
- Religious preferences
- Aids to independence
- Medication
- Risk taking
- Financial matters
- Waking/sleeping time
- Manner of dress
- Arrangements for death

Rights⁵

The emphasis placed upon rights is an integral part of the quality of care we provide.

Those in our care are people and citizens of our country, which offers them significant rights morally, ethically, socially, politically and legally. We have a responsibility to ensure those rights are never infringed and that those in our care utilise their rights fully.

We promote and encourage those in our care to exercise their rights, which allows them to live as normal and full a life as possible. Such rights include:

- Confidentiality
- Dignity
- Privacy
- Independence
- Choice
- Self-esteem
- Fulfilment
- Respect
- Access to Services
- Access to information
- Consultation
- Involvement
- Professional advice
- Safety
- Right to take risks

⁵ LuganoPolicies and Procedures/Quality Assurance file located in Office/Entrance to the home



- To complain
- Emotional needs
- Physical needs
- Spiritual needs

All rooms can be locked if required from the inside for privacy but locks can be over ridden in case of an emergency.

Individual temperature, light and ventilation levels can be controlled in bedrooms.

From time to time there may be tensions between a person's rights and our responsibilities for them, after all, they are, 'in care'. We need to manage such circumstances carefully. This will involve consultation between the Manager and the person in our care together with appropriate others such as their families, relatives, health and social advisers etc. Any subsequent actions will be recorded in the care plan according to any decisions made in an informed and considered manner.⁶

Fulfilment

Our mission is to develop a community in which older people can continue to live full and engaging lives, where the desires of residents' direct and shape the rhythm of their daily lives. We recognise that the 'simple pleasures' in life can never be underestimated. This is why we have implemented Consistent Assignment.

What is Consistent Assignment?

Consistent Assignment is evidenced based and in order to achieve the desired benefits (shown below) we aim for 85% shifts to be allocated to the same care partners (residents/staff). Currently only 10% of nursing facilities operate this system although the findings of 11 in depth studies cite evidence for consistent assignment as the foundation for quality improvement. Research shows some of the benefits include:

Benefits for Patients/Residents after one year:

75% reduction in pressure sores/ulcers
18% decrease in loss of life
11% increase in discharges

⁶ Lugano Policies and Procedures/Quality Assurance file located in Office.



Benefits for patients/Residents after two years:

36% increase in the number of ambulatory patients/residents

Benefits for Staff after one year:

29% decrease in staff turnover

26% of staff felt more accountable

40% felt more able to make and implement decisions

22% felt more able to plan and map care needs

We operate 3 teams/partnerships with a ratio of approximately 1 Carer to 4.5 Residents. Each team works to their own agenda and residents' decide how they want to spend their day and what kind of events they want to engage in both inside and outside Lugano. We work hard to ensure all social needs can be met and nourish mind, body and soul.

Management Details

Our organisational structure is as follows. Lugano is owned in partnership by David Pearce and Michael Brook. The Manager of Lugano is Stephanie Mirams. Stephanie may be contacted by writing to or telephoning the home. Stephanie may also be contacted on 07437 857 742 and by email: luganocarehome@gmail.com.

The Responsible Individuals of Lugano are David Pearce and Michael Brook. They may also be contacted by writing to or telephoning the home.

The correct postal address of Lugano is:

3 Powell Road

Buckhurst Hill

Essex, IG9 5RD

The telephone number is: 0208 505 2695

Lugano employs thirty people to support Residents with all their requirements. During the day, you can expect to see a domestic, cook, cook's assistant, 6 Care Partners and a Care Manager on duty. Overnight, there are 3 Staff on waking night duty depending on the dependencies in the Home at any particular time. We have on-call maintenance operatives who can deal promptly with any household maintenance issues.

Our Manager, Stephanie Mirams, is a qualified assessor in NVQ care training programs. Over 50% of the staff have either completed or commenced an



appropriate level of NVQ/Diploma care training for their role in the home. Skills for Care, the strategic development body for the adult social care workforce in England, launched the new set of Common Induction Standards on the 1st April 2015, for training all new staff and Stephanie is responsible for applying the updated Induction training, and for ensuring all new staff meet the requirements of the Care Certificate.

Accountability

As a Residential Care Home for Elderly People, Lugano is subject to the statutory regulations and recommendations prescribed in the Essential Standards for Care Homes that accommodate older people. These are issued by the Department of Health. The Care Quality Commission (CQC) is the statutory body that is responsible for our regulation. They regularly inspect care services such as ours and issue reports on their findings.

The Essential Standards Department of Health document and the CQC inspection reports for Lugano are available to view in either the entrance to the Home or the office. Our last successful inspection was carried out in February 2021 and we are pleased to announce that we are fully compliant and achieved a 'Good' rating.

More information about the regulations and the CQC may be obtained via the internet at: www.cqc.org.uk

A set of Policies and Procedures are located in the office. Our Statement of Purpose, Service User Guide and our Policies and Procedures provide the operational framework through which Lugano commits itself to ensuring that we comply with the regulations and recommendations contained within The Essential Standards Department of Health document and other affiliated legislation.

We welcome any queries relating to aspects of the issues contained in this brochure. Please direct these enquiries to the Manager.

TARIFF

Fees range from £995 TO £1195 per week. Fees depend entirely upon the room size and facilities available. If you are enquiring about a particular vacancy, Stephanie Mirams can advise you about fees for that vacancy.



VIEWS AND OPINIONS OF THE HOME

These are very important to us. To regularly improve the quality of our service we will annually audit our service every March with anonymous questionnaires. The results will be available in a booklet entitled 'Quality Assurance Stakeholder Survey' that can be found on display with our inspection reports at the entrance to the Home. However, the best way to evaluate our service is for service users and their relatives to communicate directly with us. We are always interested in what you think, so please let us know.

Complaints Procedure

Lugano has a complaints procedure and it is located in the office. If you are dissatisfied with any aspect of our service please contact the Manager, Stephanie, in the first instance. Stephanie will respond to a formal complaint in writing within 48 hours and will hope to resolve your complaint with 28 days of receipt. If you are still dissatisfied you can contact Michael Brook or David Pearce. Alternatively, you can contact CQC (contact details are below) or the Ombudsman to resolve your complaint.

CQC contact details:

CQC National Customer Service Centre

Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA.

www.cqc.org.uk

Tel: 03000 616161

Compliments Procedure

Lugano has received many compliments over the years and we have a compliments folder located in the office. Here is one entry with the names changed to protect confidentiality:

"Of all the letters to be written this is the most difficult, because to find adequate words to express our profound gratitude for the loving care given to Ann for the time she was at Lugano is almost impossible.

Although mum had dementia we are sure she knew all the staff who cared for her as she always had a ready smile for them; this in itself was proof of how happy, content and safe she felt at Lugano.

Thank you got making Mum's last years so very happy, we shall never forget".



LUGANO

**Residence for the Elderly
3 Powell Road, Buckhurst Hill, Essex, IG9 5RD**

THIS AGREEMENT is made on the _____ 2021.

BETWEEN DAVID PEARCE and MICHAEL BROOK trading as Lugano, Residence for the Elderly at the above address (hereafter referred to as "*the Home*") and _____ (hereafter referred to as "*the Resident*") and _____ (hereafter referred to as "*the Resident's Next Best Friend*")

WHEREAS it is agreed as follows:

1. The Home shall admit the Resident on the _____ to occupy **Room Number** ____ on the basis and terms as shown in clause 5 below.
2. During the agreed period of stay the occupancy can be terminated by the Home if the Home considers that due to any incapacity whether physical or mental of the Resident, it is unable to meet the particular needs of the Resident. Reasonable notice will be given depending upon the circumstances of the individual case.
3. Prior to admission the Home Manager or her Deputy will carry out a thorough assessment of the Resident to ensure that the individual needs of the Resident can be met. The Home may request that additional information be provided by the multi-disciplinary team to support the assessment if required.
4. All drugs, medicines and treatments should be handed to the Home Manager or the Person in Charge upon admission where the pre-admission assessment deems it necessary. If the Resident has "capacity" to self-administer medication and wishes to do so subject to the approval of the Resident's GP and/or the Resident's Next Best Friend or next of kin lockable facilities will be provided in the room. Relatives and visitors are not to supply any medication including home remedies without consulting the Home Manager or Person in Charge.
5. (a) The fees are £____ per week.
(b) All fees are payable per calendar month, in full, in advance by Standing Order, after the trial period.
(c) The fee for a four-week trial period from the _____ to _____ is £_____ and a cheque should be made out to "Lugano" upon admission.
(d) If residency becomes permanent the fees for a calendar month are £_____. **In this instance we would ask that you please arrange to pay by standing order on the _____ of each month commencing from the _____.** See Attached bank details.
(e) In the event of death of a permanently residing Resident fees will be payable for a period of one week thereafter. In the event of an overpayment a refund will be given. In any other event fees paid in advance will not be refundable. In the event of a Hospital admission the room will be retained for a period of six weeks on payment of the full weekly fees as agreed in clause 5 (a).
6. Fees include care, accommodation and full board and will remain unchanged unless one month's written notice is given by the Home. Fees will be reviewed annually unless there are changes in the level of care needs which necessitate an earlier review.
7. A minimum period of one calendar month's notice must be given by the Resident in writing for the termination of occupancy and where such notice is not given for whatever reasons the Resident will be liable to pay one calendar month of fees in lieu of notice.
8. If the Resident requests or in the opinion of the Home Manager needs additional services such as chiropody, hairdressing, dentistry, staff escort or transport services to and from external appointments then the Home so far as reasonably practicable shall provide them *at the Resident's expense*. Disbursement accounts shall be updated on a



quarterly basis and available upon request at any time. Copies can be provided upon request from the Home Manager or the Person in Charge.

9. Visiting times are flexible and the Home operates an open door policy. If the Resident requires privacy to speak with their visitors other than in their own room the Person in Charge will make appropriate arrangements.
10. The Resident's valuables are kept in the Home at the sole wish of the Resident. The Home does not undertake to provide any securities for them either by way of insurance or in any other way and shall not be liable for their loss. Valuables can be locked away for safe keeping when not in use upon request to the Home Manager or the Person in Charge. The staff will attempt to provide security for Residents' possessions but no responsibility can be accepted for personal items in the Resident's own room. All items of clothing must be clearly labelled by the Resident's Next Best Friend with the Resident's name. The Home makes every effort to prevent damage to clothing but items of clothing laundered at the Home are at the Resident's own risk.
11. Comments, compliments or complaints should be directed to the Home Manager or the Person in Charge. In the event of a complaint, acknowledgement by the Home will be made in writing within 48 hours of receipt in accordance with the company's complaints procedure which can be found on the notice board or in the Home brochure. The Resident has the right to address their concerns direct to the Care Quality Commission for Social Care Inspection or the Local Ombudsman.
12. We have a duty inform you how we use any personal information we collect about you, in accordance with The Data Protection Act 2018 & The General Data Protection Regulations 2016. For further information regarding your privacy rights, please see the Privacy Notice attached. If you have any queries relating to data protection or our Privacy Notice, please contact our Data Protection Officer, Miss Ellie May.
13. If applicable a sum for the amount of £300 will be paid in advance, which is non-refundable to hold the room for a maximum of two weeks.
14. If your assets and savings fall below certain maximum limits, you may be eligible for some assistance from the Local Authority with regard to funding. These maximum limits (referred to as Upper Capital Thresholds) vary depending on which country you live in and will change slightly each year. If you require further information please contact the Manager.
15. In consideration of the Home admitting the Resident, the Resident's Next Best Friend agrees with the Home that he or she will be jointly and severally liable with the Resident for the payment of all fees and monies due to the Home under the terms of this Agreement.

As Witness the hands of the parties hereto

Signed by

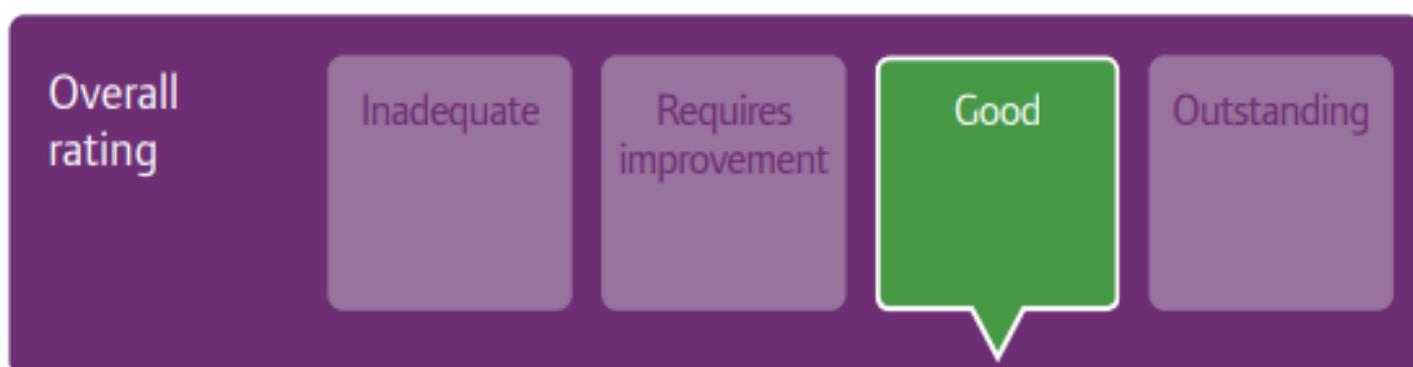
on behalf of Lugano, Residence for the Elderly

Signed by (The Resident)

Signed by (The Resident's Next Best Friend)

Mr D Pearce & Mr M Brook

Lugano Residence for the Elderly



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-134641408

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder



Lugano's Visiting Protocol

We kindly ask that you please read the guidelines below and ensure compliance. If you are showing any signs of respiratory illness, or have any symptoms of Covid-19, please do not enter premises and take advice from 111.

* Please make yourself familiar with the current advice from GOV.UK if you have returned from abroad in the last 10 days.

Procedure:

- You should call to book your visit, giving at least 24 hours' notice. There are a limited number of daily visits as we have a strict Infection Prevention Policy in place that must be adhered to.
- On entering the premises you are asked to socially distance at all times and remain at least 2 meters away from all staff and residents.
- The named visitors are to do a rapid lateral flow test on the day of their visit and are required to bring their lateral flow device to the visit to evidence a negative result.
- If you do not have access to a LFD test, we can provide one for you but you will need to arrive 30 minutes before your appointment to allow time to obtain the result of your test and you will need to wait outside the premises until we have the result. It is your responsibility to register this test result online but if assistance is required a staff member can assist with this.
- You will be provided with PPE and are required to keep it on for the duration of your visit unless you have a health condition that would prevent you doing so.
- You will be accompanied to the visitor's room where your loved one will be waiting.
- Named visitors and residents are advised to keep physical contact to a minimum (excluding essential care givers). Visitors and residents may wish to hold hands but should bear in mind that any physical contact increases the risk of transmission. For this reason we would ask that you refrain from contact, such as hugging.
- All visits will be booked for up to an hour and staff will respect your privacy where possible.
- Once your visit has concluded please leave your PPE in situ and continue to wear it until you get to the hygiene stand where you will be asked to remove and dispose of it in our designated bin.
- Before and after every visit the visitor's room will be thoroughly sanitized for the safety of all.

Thank you in advance for your cooperation



Protocol for Visits/Outings Outside of Lugano

We are pleased to welcome visitors . If you are showing any signs of respiratory illness, or have any symptoms of Covid-19 do not enter premises and take advice from 111.

*Please make yourself familiar with the current advice from GOV.UK if you have returned from abroad in the last 10 days.

Procedure:

- The named visitors are to do a rapid lateral flow tests on the day of your visit and are required to bring their LFD to the visit to evidence a negative result, should wear the appropriate personal protective equipment (PPE), maintain social distancing and follow Lugano's infection prevention and control measures during visits.
- Lugano can also continue to offer visits to other friends or family members through arrangements such as outdoor visiting, screened visit's or from behind windows but these must be booked and diarised, as we need to know who is on the premises and managed potential risks.
- Visitors within 90 days of a previous positive PCR test do not need to test after they have completed the necessary self-isolation period, unless they become symptomatic again. If any visitor or any member of the visitor's household has symptoms of COVID-19 or has tested positive, they should not proceed with the visit.
- Individual resident's visits outside of the home will be assessed on an individual basis by management, in liaison with the nominated visitor and with the resident's best interest in mind, having assessed their needs and circumstances.

No visit out of a care home during a pandemic is without risk, but there are steps we can take to reduce those risks. To support safe visits out of Lugano and to minimise the risk of transmission of infection to the residents and other people they live with in the home, the following measures should be considered for all visits outside of Lugano:

- the residents' named visitors, or their essential care giver, will contact Lugano to book a time and a date for the outing.
- visitors are asked to email a brief plan of their outing in order for the management team to complete a risk assessment.
- in the absence of a nominated visitor residents may be (but are not required to be) accompanied by a member of care home staff
- residents may meet other people but should maintain social distance from anyone who is not one of their named visitors, essential care providers, or care staff and, wherever possible, should avoid close physical contact with those who are supporting their visit to minimise the risk of infection
- crowded places should be avoided
- visits to indoor spaces should normally be avoided (except, for example, for the use of toilet facilities), unless they are for work, education, medical appointments or where an individual assessment has determined the activity is necessary to maintaining an individual's health and wellbeing
- public transport should be avoided but travelling in a family car or private taxi would be acceptable

Thank you in advance for your cooperation