

## **Covid-19 Update for Families** **3<sup>rd</sup> November 2020**

### **To All Families and Carers**

I hope you are keeping well and staying safe.

As the spread of COVID-19 continues to escalate it is with regret that I write to advise that visiting arrangements for all residents will be temporarily suspended with immediate effect. This decision has been taken following Government guidance and is not a decision that has been taken lightly, as we do understand how important and valuable regular visits from family and friends are for everyone.

From the outset we have remained strongly committed to keeping our residents and staff safe and well; this commitment continues to be of paramount importance. We do keep our plans under regular review and we do update them as and when new guidance is provided by the Government or agencies such as Public Health England.

Please be assured that these measures are being implemented to keep your loved ones and all other residents as safe as possible. We will continue to facilitate video and phone calls with residents as-well as maintaining regular contact to ensure you are kept updated of your loved ones wellbeing.

With reference to the latest “lockdown” scenario for England, and that this is to extend until 2<sup>nd</sup> December, then the restrictions outlined above will be in place until at least this date has passed. We will continue to respect the difficult scenarios of End of Life care and, through prior approval of the respective Care Home Manager and in these specific circumstances only, limited visiting may be possible.

As ever, we remain hugely grateful for your support and patience as we work through this most challenging of times and we look forward to being able to welcome you back in to our homes and our visiting suites in the very near future.

Kind regards

Mark Tomalin  
**Chief Executive Officer**