03 March 2021

Dear Family Member/ Carer/ Representative

As promised in my letter to you last week, I am writing to you with details of our visitor protocol. At the time of writing, the UK Government have yet to publish their updated guidance for visits. As noted in my letter last week, I am very aware that being separated from the people you love and care about for such a long period of time has been heart-breaking. Because of this, I wanted to inform you of our plans as soon as possible. The attached protocol is based on governmental guidance published in January of this year. We will update our guidance and communicate any changes to you as and when updated governmental guidance is released.

Whilst we are pleased to be welcoming you back to our homes, we must continue to be extremely cautious in doing so in order to protect the person you love and care about, you, others we support and our dedicated staff teams. I also feel it is worth noting that the country is still in lockdown, travel is widely restricted and there are still a large number of cases of Covid-19 around the country. Many of the people we support and our staff are still waiting for their second vaccine. Bearing the above factors in mind, I feel we all need to tread carefully until increased immunity is in place. I would therefore request that visits during the next few weeks are carefully considered.

In line with information form the UK Government, we will permit visiting from one regular visitor per person living in a care home from 8 March 2021. We will initially permit one weekly, one hour visit.

In all instances, visits will happen under similar precautions as they have done previously. This will include bookings by appointment only. A minimum of 48 hours is notice is required in advance of each visit. A member of the local management team will contact you in order to complete a dynamic risk assessment 24 hours in advance of the visit. We will also be asking all visitors to take a Lateral Flow Test prior to entering the home. The test result must be negative before the visit can take place. These tests will be provided by the care home and results are received within 30 minutes. All visits must take place in a designated place in the home.

Please arrive on site wearing a face mask or face covering. Livability will provide PPE for you to wear throughout the visit, this will include replacing your face covering / mask with a surgical face mask. In line with government guidance hand-holding will be permitted. We understand that it may be difficult, but, if possible, please ensure hand holding is kept to a minimum in order to reduce the risk of transmission, something which is known to be increased by very close contact. Other forms of physical contact such as hugging and kissing are not permitted

As previously, we will be unable to allow any visits to homes that have a case of Covid-19.

I am aware that will look and feel very different for both you and your loved one. The attached protocol outlines the steps and measures in place to support safe visiting. We have also included some information about PPE and information about the LFD testing process. These measures are necessary to keep both yourself and your loved one safe, without reducing the enjoyment of your time spent together. Please take some time to read through these carefully and understand how these will work, as well as what we will be asking from you.

All visits must be pre-booked. The protocol provides a timetable of when in-person and window visits can take place. Window visits will not be able to take place on the same day as indoor visits. This is to ensure safe oversight of visits and lessen too many people being on site at the same time.

Visits can be booked from Monday 8 March. To arrange these, please contact the care home your loved one is in. In order to respond to any updated Governmental guidance and ensure all measures are in place visits not be able to take place until the Friday 12 March or the weekend of Saturday 13 March. The visit timetable provided in the protocol will be fully operational from the week of Monday 15 March.

Our services will do their best to allocate your preferred visit time. In the event of indoor visits becoming fully booked, we will offer a window visit and ensure an indoor visit is booked for the next available date.

I remain hopeful that the worst of the COVID-19 pandemic is behind us and look forward to the people we support being able to welcome and receive visitors. As with the measures easing across the country, we must approach this carefully, to avoid any unwanted setbacks or restrictions. As long as we all work together, I am confident this will not be the case and this is the first step in fully welcoming you back to our care homes on a regular basis.

With heartfelt thanks once again for your ongoing support and co-operation.

Yours sincerely

Jane Percy

Executive Director of Operations