7 April 2021

Dear Family Member/ Carer/ Representative

Following the news that the UK Government is about to confirm further easing of restrictions of visiting in Care Homes I wanted to write to you to assure you that we will be updating our guidance as soon as we have understood the implications of the changes suggested. Our COVID-19 team now have access to this new guidance and will support our services to make the necessary adjustments to the local visiting protocols. We will communicate these changes to you as quickly as we can.

Easter this year served as a good milestone to review where we are this year compared to a year ago. Last Easter we were determined to keep the people we support and our staff as safe as possible from coronavirus but it was unclear how successful we would be able to be. An important part of that was restricting visits to our care services. When I reflect on the scary and turbulent times of 12 months ago I am inspired by the fortitude and resilience of the people we support, their relatives and our amazing staff.

This Easter we have enabled visits to our care services in line with UK Government guidance and we have the fresh hope that the COVID-19 vaccine programme brings. We continue to support the roll out of the COVID-19 vaccine for all the people we support and our staff who are eligible and who want to be vaccinated. Although we remain engulfed in a health crisis we have never felt more optimistic about our ability to support people to emerge from the pandemic and to start living the life they choose again. We are not there yet and caution remains crucial.

I hope that you have been able to arrange visits to meet with your relative or friend at one of our care services. I appreciate taking a COVID-19 test and wearing facemasks and other PPE items is far from normal but nevertheless I hope your visits have been meaningful.

We will be in touch shortly with our updated visitor guidance and in the meantime thank you for your co-operation and patience.

Yours sincerely

Jane Percy

Executive Director of Operations