



**Dear Relatives, Friends and Companions**

**Coronavirus Update as at March 21st**

You are aware we have been reducing our numbers of visitors into our Care Homes to protect our most vulnerable residents. After much consideration we need to tell you that we will not be accepting visitors into our Care Homes after 5pm on Saturday 21st March 2020.

This has been a really difficult decision to make as we have already reduced the numbers of visitors significantly, but it is clear from the information we are regularly receiving from Public Health and the World Health Organisation that we must take this a step further and I know you will understand that is the best course of action at this moment in time.

This means that we are asking relatives and friends to stop their visits to loved ones, so that we can protect them to the best of our ability.

We know this will cause distress and worry for some, but it is not a decision we have taken lightly. These are extraordinary times and our overriding priority must be to minimise any risk to the health of our residents.

We do not want you to lose contact with your loved one, so we will ensure we keep everyone in touch by arranging video calls, phone calls and emails or messaging.

If you have any questions we will answer them as quickly as we can, we just ask that you only discuss this with the Home Management team to ensure we can understand your choice of regular communication and then we can tell the staff team the plan for every individual. Of course, we will be having the same conversations with our residents whilst ensuring we are very sensitive to the effects this will undoubtedly have on them. Rest assured we will continue to do our very best to keep a sense of calm and normality at this time.

**End of Life Care**

If a resident is receiving end of life care, we will of course arrange visits to the Care home, however we will have to ensure you are not displaying any Coronavirus symptoms. We will have to ask questions about your health before we allow you to visit, and I know it will be distressing enough dealing with the deterioration of a loved ones' health without us asking questions, but we have to do this. Knowing now that this request will be made in advance it hopefully can be understood better by you.

We cannot thank you all enough for your cooperation so far. We also want to tell you that you have an amazing team caring for your loved one, the resilience staff are showing makes us so proud and we know you are as thankful to them as we are

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As soon as we have further updates, we will contact you.

Mandy Cheriton-Metcalf  
Managing Director  
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