

Barchester Healthcare Ltd,
Third Floor,
The Aspect,
12 Finsbury Square,
London,
EC2A 1AS

Date: 29th March 2021

Dear residents, patients and relatives

Thank you all so much for your lovely letters and emails of thanks regarding visiting. It is very much appreciated. We are delighted that we can offer you the choice of visiting, whether that is through bedroom visits as a designated/named visitor, in our visiting suites, or outdoors in gardens when the weather allows, and we know that each of you have different needs that are important to you, and whilst we are following Government guidance and taking a cautious approach, we are pleased to hear the joy that this opening up has brought to you.

We are feeling very optimistic as we head into Spring, with the days getting longer and brighter and our residents, patients and staff being more protected than ever. We have very few residents or patients (circa 0.1%) who have tested positive for COVID-19 through our continued regular testing, and the majority of those that have tested positive are either asymptomatic or have very mild symptoms. This is such a relief for everyone and gives us great confidence in the amazing vaccination programme.

As you know we have been working hard to ensure that as many of our residents, patients and staff are vaccinated as medically possible, and our current position is that over 93% of residents and patients and over 90% of staff have received at least their first vaccination.

As we have previously stated, and has been widely noted in the media, we feel very strongly about doing everything we can to protect our residents and patients, and feel that the vaccination is the best way forward. We continue to engage with Professor Nicola Stonehouse to ensure we have the latest safety, efficacy and transmission reduction information, and so far the news is only very positive. Therefore we are currently going forward with our policy of ensuring that only staff who have been vaccinated, if they are medically able to be, will be available to work in our homes and hospitals from the end of April. We really hope that those few who are currently not wanting to have the vaccination will change their mind, and we are working hard to engage with them on what the data and latest information is telling us, in order to support them in their decision making.

With Easter this weekend we know that visiting is important at this time and we're sure many of you have already booked your visiting slot. We are doing all we can to ensure that whoever wants to visit is able to, but please bear with us as the teams work hard to make this happen. There is lots going on in our homes and hospitals to celebrate this time of year with the annual Easter Cake competition where prizes will be given out to the most creative designs. This is always a popular,

and highly competitive event for our residents, patients and staff, and is judged by our hospitality team and we can't wait to see the winning cakes. There is also a lot of crafting going on such as knitting the traditional Easter chick and everyone will be tucking into the traditional Easter food during the long weekend. Also Hereford Cathedral have worked with us to provide a resource to support those of the Christian faith with information for all the Easter religious days, related Bible readings and suggested activities as well as opportunity to explore their YouTube playlist and online services.

We hope you are feeling as optimistic about the future as we are. It was very humbling this week on the National day of Reflection, as we all took time to remember those who have lost their lives, and also to be so thankful for the many who have done everything they can to protect and support, particularly the most vulnerable, during this time. We are all so grateful for the fantastic work our staff have done over the last year, and we know they will continue to do all they can to not only deliver the best care, but to enrich the lives of those they are looking after. We are also forever thankful for the continued support that you give to all of us, it means such a lot.

As always we will continue to do all we can to keep you updated. We are expecting further Government announcements in mid-April, but please don't hesitate to contact us with your queries and concerns, or your gratitude and thanks, and we will continue to do our best to respond as quickly as we can. You can do this through the General Manager or Hospital Director, or through our team at feedback@barchester.com. Our only ask is that you do this with kindness and courtesy to the teams that are doing their very best to help, and we know you will.

As always we send our very best wishes to you and your families and we wish you a lovely Easter.



Dr Pete Calveley
CEO Barchester Healthcare



Julia Atherton
Director of Nursing

We are sending this with the best intentions and with the latest data we have. If this causes offence we are deeply sorry

