

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

Date: 29th April 2021

Dear residents, patients and relatives

We hope you are all enjoying a little more freedom as England, Wales, Scotland and Jersey start to open up as the numbers of people with COVID-19 in the community are very low, and getting less every day. We are delighted that there are very few of our residents and staff currently with COVID-19 which is such great news, as everyone can start enjoying seeing each other a little bit more.

For many of you in England and Scotland you have been able to enjoy the benefit of two designated visitors for bedroom visits, and we are delighted that Wales is now able to do that too. All of our homes are following Government guidance and there are slightly different protocols to follow depending on the country that you are in, which the team will support you with. Our only ask is that you support us in adhering to the regularity of visits agreed by the General Manager, and use the booking system that has been introduced. The teams are doing all they can to accommodate everyone's needs and wants, but must also ensure that they are following the safety measures needed. Please also remember that our homes have visiting suites and many lovely gardens to enjoy visiting, which everyone can use, and we are delighted that we can now make those visits a little more comfortable being able to offer you tea or coffee and a piece of cake, made by our wonderful chefs.

For those designated visitors we are asking that you continue to be tested on arrival at the care home rather than doing it yourself in your own home. We are hoping to move to you being able to test yourself before coming to the care home, as we know for some it will be more convenient, and we are currently reviewing this to ensure it is robust for everyone. Please bear with us. Government guidance is continually changing on a number of elements of visiting and we will continue to communicate this to you as appropriate. We are also aware that there are a handful of our homes that are closed to visiting due to Public Health, which we appreciate is not what anyone wants, but we must ensure we follow their guidance.

As we have previously said vaccinations for both residents and staff has been a big focus over the last few months and we are delighted that nearly 95% of residents have had at least one vaccination and over 70% of our residents are now fully vaccinated having had both doses and this is ongoing. Regarding staff we have very few who are refusing to have the vaccination, and are delighted that over 90% have had their first dose.

As we have previously communicated to you we are taking the vaccination programme very seriously and have now ended our 2 month consultation period where we supported staff

through a number of measures including 1-1 meetings, support from Professor Nic Stonehouse who is a Professor of Virology at Leeds University through webinars to help them understand the vaccination and how it works, and Q&A sessions with senior members of staff. For those that are refusing and are not medically exempt, we will be ensuring that they are unavailable for work with us. We are very sad for those that this is the situation for, as we appreciate that they have worked hard under very difficult circumstances, but we strongly believe that we have a duty of care to our residents to ensure that as many of our staff are vaccinated as possible.

In order to continue to celebrate our staff we have launched the nominations for our annual Care Awards, which celebrates excellence in the quality of care we provide by giving recognition to individuals and teams that make a difference to the lives of the residents and families that they support. We know from the many lovely compliments you send to us, that you appreciate the work they do, and therefore if you would like to make a nomination for an individual or a team we would love that. Nominations can be placed by visiting <https://www.barchester.com/barchester-care-awards-nomination>. We know our staff would really appreciate it. Please also feel free to leave a google review as this really helps others who are looking for care to get a feel for what the home is like.

As we start to open things up we are so pleased to say that our residents can finally have a haircut as we are inviting hairdressers back in who are either vaccinated or only visiting our homes. We know our residents are delighted about this and look forward to seeing the photos of those lovely haircuts. Alongside this we are delighted to say that we are inviting entertainment back into our gardens and outdoor spaces so our residents can start to enjoy listening to some live music or seeing some animals which we know they love. And of course our activities programme continues with residents enjoying a virtual tour of Sea Life London Aquarium with senior curator James Wright, showing the sights, sounds and welfare of the sharks, penguins and turtles and offering the opportunity for an interactive sessions with a Q&A, and residents have got lots to look forward to with International Dance day, a health and wellbeing day supported by exercise from the Green Goddess and cooking demonstrations from Vegetarian for Life.

As always we will continue to do all we can to keep you updated 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. Sending our very best wishes to you and your families.

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

