

Barchester Healthcare Ltd,
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Date: 24th May 2021

Dear residents, patients and relatives

We hope that you are all continuing to enjoy more freedom as countries start to open up a little more. We know that our residents are certainly enjoying this with the buzz of homes coming back to life, and more visitors coming in and spending time with their loved ones.

Whilst Government guidance is slightly different across different countries with England moving to five designated visitors, and Wales and Scotland being at 2 designated visitors we are delighted that things are starting to ease. We are no longer needing to temperature check visitors when they visit our services, and for those visitors that would like to test themselves before they visit the home they can in England, as long as a competency test has been completed and the home team are comfortable with how it is happening, and that test results are given to the team upon arrival at the home. In Wales and Scotland the test must still be completed at the care home.

What's more we are delighted to welcome back the community into our outdoor spaces particularly, which means our volunteers and local entertainment can start to visit again, and we look forward to clubs starting up, and more singing and dancing happening. We are moving to 1 metre social distancing between residents which will make such a difference at meal times and for activities where residents can more easily chat and have fun together. Also if our residents wish to take a trip out with one of their designated visitors we can enable this to happen as long as infection control protocols are followed including testing, risk assessments taking place, and following the overall country specific guidance. If you are unclear please do speak to the Home Manager who will be happy to explain the situation to you, and there is more detailed guidance on our website.

We are so grateful for the vaccination programme that is allowing us all to socialise and see loved ones a little more, as well as start to enjoy again some of the things that have been missing in our lives. We are supporting staff to ensure that they have taken the second vaccination as we know how important that is both to developing the best immunity as well as longevity of that immunity, and the engagement with staff on this continues. As we have previously said we feel very strongly that to give our residents the most protection we must ensure our staff are vaccinated, where possible, and we continue to do everything we can to make that happen.

We know many of you have been appreciative of the great care our staff have given and thank you so much to those that have sent in nominations for our annual Care Awards. We know this will mean so much to our staff as it's such a lovely way to celebrate excellence in the quality of

care we provide, and recognition from both residents and their families means so much to them, and all of us. We know from the many lovely compliments you send to us, that you appreciate the work they do, and therefore if you haven't yet had chance but 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> and the closing date is Friday 28th May. We know our staff would really appreciate it. Please also feel free to leave a google or carehome.co.uk review as this really helps others who are looking for care to get a feel for what the home is like.

Over the last couple of weeks it's great to see so many residents taking part in the many live virtual and themed day events. Last week there was the opportunity to join the Green Goddess (Diana Moran) in an exercise session, followed by a talk on mindfulness to mark Mental Health Awareness week. Then for Vegetarian Week, all were invited to attend a live cooking demonstration from Vegetarian for Life, which was particularly special as our chefs got involved by replicating the dishes shown on screen so everyone could enjoy tasting the lovely food for themselves.

This week, many are celebrating World Bee Day, Whiskey Day and for International Museum Day this week, our residents are invited to join a talk about an exhibition Ocean Liner: Speed and Style, presented live by the V&A Dundee museum providing plenty of opportunity for people to reminisce about the age of the Steam Liner. Next week will be even more exciting, as we are being having a live flower arranging masterclass hosted by Blooming Haus, where our homes can create their own designs to be judged by the experts in order to enter a Barchester wide competition.

As we start to open up and hopefully remain that way, our communication will be less, as you will have more access to the home staff. However, rest assured we are here to support and respond in the best way we can so please don't hesitate to contact us if you feel that is needed, on feedback@barchester.com and we will continue to do our best to respond as quickly as we can.

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

