

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

Date: 20 July 2021

Dear residents, patients and relatives

We hope you are all well and enjoying the British summertime. It's lovely to see some sunshine over the last few weeks, and it's great to see so many of you visiting again. As we're sure you are aware there was a Government announcement on changes to how we live our lives recently, and we wanted to write to let you know how that impacts those who are living with us and their families, particularly regarding changes to visiting guidance across England and Wales with some minor changes in Scotland and Jersey.

As we are all aware COVID cases are increasing in the community, and whilst all of our staff, residents and patients are vaccinated, where medically possible, it is imperative that we all continue to be a little cautious in our interactions with others. Please also be assured that all of our staff will continue to be regularly tested, and wear PPE. In all countries it has been made clear that it remains necessary to socially distance as much as you are able to throughout your visits, and whilst hand holding and giving a brief hug is permitted, it does increase risk, so we would ask that you continue to be cautious with your loved ones and keep physical contact to a minimum.

In England, visiting indoors has moved to unlimited "named visitors", coming into effect as of Monday 19th July. Where possible we will be talking with our residents to understand who their named visitors will be, and update their personalised care plans in accordance with this. Where a resident does not have the capacity to decide on their named visitors themselves, we will work with their next of kin or power of attorney to ensure their named visitors are recorded. Essentially this means that more people can visit indoors which is great news for everyone, but we do need to keep a record of who is going to visit, and our preference is that there are no more than two visitors per resident at any given time, unless there are exceptional circumstances.

In Scotland, all mainland areas are now in Level 0. This enables "designated visitor" status to be removed with anyone permitted to now visit, again our preference is to limit to two visitors per resident at any given time. Residents who makes visits outside of the care home do not now need to isolate upon return (subject to a risk assessment).

In Wales, two visitors may visit at once and should socially distance if not from the same household, and in Jersey there are no longer differences in the types of visiting offered to residents vaccinated and not and we would encourage you to contact the home for the latest visiting guidance.



BARCHESTER

Celebrating life

In line with all of the new government guidance issued we will continue to restrict visiting to either a designated visiting area or bedrooms, therefore please support us in keeping everyone safe in going directly to your visiting area and assist us in not moving around the home. Although our preference in all countries is that there are no more than two visitors per resident at any given time, we know how important special occasions are and we are delighted that events and dining may be possible for a larger group of individuals visiting in England, Scotland and Jersey so if you'd like to book a special lunch or tea party for a celebration please do ask and the home will do whatever they can to support. Unfortunately we are not able to offer this in our homes in Wales as it is only 2 visitors at a time allowed.

Please also support us in also ensuring that you continue to wear facemasks whilst visiting indoors, these will be provided upon arrival and are necessary at all times except in Wales where facemasks can be removed during a visit if you are seated and socially distanced.

As you have all been doing when visiting indoors, it remains that indoor visiting is subject to Lateral Flow Device Testing except in Jersey where this is not possible. Where you need to test our preference is that you test yourself at home and show proof of a negative result before entry. If testing at home is not possible we can do this for you on arrival at the home but it will incur a 30 minute wait before entry. It remains to be our preference that all indoor visitors are vaccinated wherever possible but this is not mandatory.

For those visitors that do not wish to visit indoors we will continue to offer visiting outdoors or using our designated visiting suites, and for these types of visits testing and face coverings are not needed but social distancing will remain in place. All visits must continue to be booked and planned in advance and to support this, we will continue to offer our online booking system.

We are delighted to be able to welcome back entertainers and activities providers as we know how much fun this is for our residents. In addition to this we will continue to offer the fantastic virtual events that started last year, and this week have a garden visit around Blenheim Palace, an exhibition walk through from the V&A Dundee on a number of topics, as well the English National Ballet performances in a few weeks' time where the youth group of the ballet will be reflecting memories gone by.

I hope this provides clarity on where we are at the moment. However with cases rising in the community we will be continually monitoring the situation and obviously things may change if Public health determine that they need to or that, following a risk assessment, we determine that the safety of our residents and patients is at risk, and obviously we will communicate with you to ensure you are aware of any changing situation.



Please be patient with our teams as they work through the latest guidance and support you as best they can and if you need any further support 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