

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

Date: 3 November 2021

Dear residents and relatives

I hope you are keeping well and enjoying life being a little more normal. It has been a while since I last wrote to you, and for some this will be the first time you have heard from me, and I wanted to take the opportunity to write to you following changes in Government protocols that impact us.

Changes have now been made to regulations through the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021, and the Government has now legislated that all staff working in care homes should be fully vaccinated, unless medically exempt, and have given a deadline of the 11th November 2021 for all care home staff to be vaccinated. As many of you know we took the decision some months ago to ensure that all of our staff are vaccinated to keep our residents and patients as safe as possible. Following extensive engagement with staff we are delighted that only a very small number chose to leave because they didn't want to be vaccinated, and we respect their decision on this.

The new legislation also goes further, to ensure that any staff who are working, or deployed in the home, whether that be for other healthcare support, hairdressing, building work, entertainment etc. as well as visitors who are prospective residents, must also be fully vaccinated, unless medically exempt. We support this approach, and will ensure that we follow the right protocols to ensure this is implemented. We also encourage that all family & friends visiting are vaccinated too where possible, although we are aware that children under the age of 12 do not have this opportunity. We would also encourage all visitors to have the flu jab and take up their booster COVID vaccination as appropriate.

With the introduction of this it will still be necessary to ensure we continue to carefully monitor those entering our services and therefore we will be keeping the visitor booking system. I appreciate that this does not get us back to an open door policy which we previously had, but unfortunately it is necessary at this time. I know most of you are using the booking system very successfully, and I'm sure the teams will support in ensuring you are visiting your loved ones in line with your wishes, as long this can be managed safely.

With Christmas fast approaching now our plans are well underway with many of our homes planning their *"Countdown to Christmas"* activities. From festive movie time, outings to see the decorations and lights at a local Winter Wonderland, to baking mince pies and making Christmas crackers, there is much on the agenda for some lovely celebrations over the festive period.

As well as local events, we have a number of live virtual events planned with our partners; BloomingHaus a master florist will be providing a wreath making demonstration, Gold Finch Floral

Studios will be demonstrating how to create floral bauble decorations, a Christmas truffle making session, Blenheim Palace will be showing us their festive light trail and Christmas decorations and finally the English National Ballet will be providing a Christmas special with a performance workshop which we hope will give our residents plenty of things to enjoy.

Finally I wanted to take the opportunity to thank those of you who have already shared your views via **"Tell Barchester"**, our resident and family & friends survey. This feedback is invaluable to us as we continually look to improve and deliver the best possible care we can. If you have not get completed the survey please do so at tellbarchester.com/family-and-friend

If you need any further support please don't hesitate to contact us at 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

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

