

Barchester Healthcare Ltd,
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Date: 17 December 2021

Dear residents and relatives

Update on visiting protocols

We are writing following the announcement on Wednesday 15th December by Nicola Sturgeon, and further discussions with the Care Inspectorate Scotland regarding visiting, and the restrictions we have placed on this for a limited period of time. As we stated this was put in place whilst we understand the impact of Omicron, which is widely acknowledged to be 'the most significant threat since the start of the pandemic' and 'moving at an absolutely phenomenal pace'.

Whilst we believe that our position is the right thing to do for our residents and their families, and in line with our duty of care, the Care Inspectorate has taken a different stance, and has unreasonably in our view, threatened enforcement action which could have an even greater impact on the operational running of our care homes, and therefore the care that your loved ones receive. Therefore we have been left with no choice but to align our visiting protocols with the Scottish Government, and the following will now be in place:

1. No more than two households are to meet with a resident at one time inside the care home.
2. There are no restrictions placed on the frequency of visiting although the General Manager will manage the volume of those coming in through our booking system, as it is important that checks are in place before entering
3. Anyone who enters must show a negative LFD test before entering
4. Residents are asked to take an LFD test before leaving the care home, and after returning from visits out, will be asked to test every other day for up to 14 days.
5. Anyone meeting residents outside of the care home must also undertake regular LFD testing and ensure a negative result.
6. In an outbreak of COVID-19 visiting will be reduced to one named visitor only, as per the guidance.

In addition to the above we ask that all visitors ensure that they are not displaying any symptoms, and must wear a face mask on entering the home.

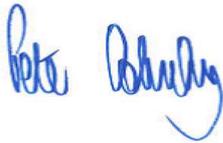
We cannot deny that we are very concerned about taking this approach with the transmission rates being as high as they are, but as we have said we have been left with no choice. We totally understand that some of you feel very strongly about wanting to visit more freely, whilst many of you feel more comfortable with our previous, more stringent approach, as we understand more about Omicron and its effect.

Whatever your view, we strongly encourage you to act with caution, and would ideally like those who are coming in to the homes to be fully vaccinated, as the data so far suggests that this can help protection, but we are not mandating this. Our visiting suites are set up for those that feel more comfortable using them,

and our visitor booking system is there for you to book your visits, and to support our General Managers to manage the number of people visiting at any one time, to ensure safe visiting practices can be maintained.

If you do have any questions 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