

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

Date: 05 April 2022

Dear residents and relatives

Visiting protocols from 05 April 2022

We hope you are all well and enjoying the longer days that British Summertime brings. As we're sure many of you are aware the Government has announced its next steps on 'living with Covid' and we are writing to clarify what this means for you and our staff:

1. Visitors to our homes will need to continue to undertake an LFD test and show proof of that negative test prior to a visit. The home will provide the LFD tests if needed.
2. We ask that you still book your visit via our booking system but your visits are not restricted other than ensuring we can manage the flow of visiting and checking of negative LFD tests.
3. Visitors should continue to wear face masks when entering the home, and when in communal areas of the home. If you are eating and drinking your face mask can be removed.
4. When visiting in a bedroom you do not need to wear a face mask anymore, and you can interact more freely, but please approach physical contact with caution, and ideally wear a facemask when hugging and kissing.
5. When a resident goes out of the care home they no longer have to test.
6. A resident may now nominate two 'Essential Visitors' to ensure continuity of visits during an outbreak. These visitors are able to visit separately or together if preferred.

We are delighted that we are now moving into the next phase, and whilst we are still living with COVID-19 we are able to continue to get back to a slightly more normal way of life. We will be supporting all of our residents, patients and staff to take up the COVID booster vaccination, as we continue to believe that this remains the best protection for them.

Whilst we appreciate there are still protocols to follow in order to do all we can to keep residents and staff safe, we hope you agree that this feels like another positive step forward. There is lots to look forward to this Spring with celebrations for Easter, the Queen's unofficial birthday- combined with National Tea Day, National Gardening Week and Dementia Action Week to name just a few, and we will be creating exciting menus and planning immersive activities for all to enjoy. We also continue to work with our partners for our virtual live events programme, hosting tours and talks from Cliveden National Trust, the Wallace Collection Museum as well as a selection of authors for our Book Club Corner events.

This time of year is also the time we launch our Care Awards. As some of you know this happens every year, and 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, patients and families they support. Your support and nominations for these awards is so important to us and our staff so if you can, please spare a few minutes to place a nomination for an individual or team who deserves to be recognised, I know our staff will really appreciate it. Nominations can be placed via our website: www.barchester.com/awards.

We also want to thank you for taking the time to feedback to us via "Tell Barchester" our customer survey. Your views are so important to us, both ongoing at the service and via this method, so that we can understand what we are doing well, and what we need to improve. Everyone throughout Barchester is committed to listening to you and acting as appropriately on how we take things forward, and we intend to give you another chance to share your views via "Tell Barchester" later this year.

As always If you 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 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

