

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

Date: 31st March 2022

Dear patients and relatives

Visiting protocols from 01 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 as of 1st April:

1. Visitors to our hospitals will no longer need to take an LFD test before visiting but must continue to wear a face mask provided by the service.
2. We will no longer ask you to book a visit online so you can now simply arrange visits directly with hospital staff.
3. Our staff will continue to test twice weekly when prevalence of COVID-19 is high, but not as a matter of course.
4. The prevalence of COVID-19 will be determined by the Government and is currently determined to be high and therefore our staff must test twice weekly.
5. Patients will be tested if they display symptoms of COVID-19 but will not be regularly tested otherwise.
6. In a local outbreak only one visitor will be permitted to visit within the designated visiting area, and this person can be interchangeable providing they take an LFD test and wear PPE.
7. If a patient does test positive they will need to isolate for 10 days unless they test negative for 2 consecutive days after 5 days of isolation.
8. If an outbreak occurs the service will now be closed to visiting for 10 days rather than 14 days or until PHE advise the outbreak to be ended and of course we will inform you of this as appropriate.

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 more normal way of life. We will be supporting all of our 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 patients 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 Queens 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 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 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

