

Barchester Healthcare Ltd,  
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Date: 16 October 2020

Dear residents, patients and relatives

As we're sure many of you will have seen the Government in England has introduced a new Tier system to determine levels of restrictions in different communities. The detail behind this has now been published, and we wanted to update you on what this means for us and our care homes, and particularly for you on visiting loved ones.

At 'Medium' COVID alert level, visiting is still allowed subject to the current conditions that are in place, which enables outdoor visiting for up to 2 people, adhering to 2 metres social distancing, and where we have designated visiting rooms indoors, these are still able to be used and accessed.

At 'High' and 'Very High' COVID alert level, visiting is no longer allowed unless it is for an essential visit for end of life.

We appreciate that this news is very difficult to hear, particularly when a large proportion of the country is now in either 'High' or 'Very High'. However we hope you appreciate the reasoning behind us needing to follow this guidance, when our main responsibility is to keep our residents, patients and staff as safe as possible, and we ask that you please support our teams in adhering to this.

As always we will continue to do all we can to keep you updated but 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](mailto: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.