

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

Date: 18 November 2020

Dear residents, patients and relatives

We really hope you are keeping safe and well in these very restricted times. Our Christmas planning is not quite happening in the same way as normal, but we are all making the most of what we can do, and we hope you are too.

Regarding visiting in the different countries of the UK, Wales is now out of the firebreak, and in line with visiting in England, can continue as long as it is in a COVID secure way. Therefore, we will continue to offer outdoor visiting, window visits and visits to our visiting suites, where available, and obviously we continue to encourage you to video call to keep in touch. These visits are still subject to local Public Health sign off, and therefore there may be some homes and hospitals that need to be closed to visiting, but we hope that this is a minority for a short amount of time. For those residents not able to have either of these visits due to lack of mobility, we are able to offer a designated visitor to have a weekly indoor visit, subject to all risk assessment protocols being met. We hope this brings some pleasure to you as we know how important these visits are.

In Scotland, there has been further guidance released with regard to visiting care homes and an update to the Levels and restrictions this brings. We are pleased to offer visiting as above in Levels 0, 1, 2 and 3 and although visiting is still possible in Level 4 it is restricted to visiting at windows or to the designated visiting suite, garden visits are only possible by exception and no indoor visiting is permitted unless for those nearing the end of their lives. Visiting may be closed in some homes in Scotland due to local health protection team restrictions, but we hope that this will be for a very short time and only a very small number of homes. There is currently no change to Jersey.

We are conscious that there has been much in the media regarding care homes and we are delighted to hear the news that a vaccine is likely imminently, and that the Government has stated that care home residents and staff will be the first priority for this. This is such brilliant news, which we know is a great relief to many of our residents and staff, and I'm sure is to you too. Rest assured we are working very closely with the Government on this, and will be doing all we can to ensure that our staff, residents and patients are first in the queue when it is confirmed that the vaccine is safe and ready to go.

There has also been further development in the Lateral Flow Device testing (LFD) which we mentioned to you a while ago, and again we are delighted that a pilot is now underway in 20 care homes. These are not care homes run by us, but we are watching carefully on what happens with this. If successful this will mean that designated members of family and loved ones will be able to

be tested before visiting, with test results coming back within 30 minutes. The pilot is taking place for 4 weeks and dependent on the results of that, will determine the next steps. Again, rest assured, we are working closely with the Government on this.

In the meantime our teams are busy implementing indoor visiting suites in our homes and hospitals, and the majority of our services will have one by the end of November, and we are hopeful that nearly all of our services will have one by Christmas. For those services that have got one, we are so pleased to hear your feedback on what a difference they have made for you in being able to connect, even when the weather is not kind. We are currently making plans for visiting at Christmas, and have a number of different options dependent on the Government guidance and where we are with testing regimes, and will update you further on this at the beginning/mid December.

Regular testing continues in our homes, and the number of residents and patients who are currently positive with COVID-19 continues to remain relatively low at less than 1%, however we are continuing to work hard to keep every resident and patient and staff member as safe as possible.

As we've mentioned we are all really excited about our plans for Christmas with digital pantomimes planned, Christmas cake making competitions, and a digital performance and live Q&A from the English National Ballet, as well as a virtual tour and live Christmas webinar Q&A at Blenheim Palace, amongst a whole host of other plans. Our homes will be decorated to spread that festive cheer and some will be celebrating Hanukkah, the Jewish festival of lights with traditional dreidel games and food a-plenty. We of course, make sure our plans are inclusive, and for residents who don't celebrate Christmas, there are a number of activities and events for everyone to enjoy throughout December as well.

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. 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.

