



Coronavirus : Visitor Restrictions  
19<sup>th</sup> June 2020

Dear residents, relatives and friends;

It has been many weeks since we made the decision to restrict visiting to our care homes. We know it was a necessary restriction to ensure the safety of all our residents but the residents (despite all the virtual connections via face time and skype calls) have sorely missed seeing you in person.

With this in mind we are happy to announce that we're ready to welcome you back to visit your loved ones – albeit at a safe distance of 2m.

We're proud to say that all of our homes have completed "whole home testing" which has confirmed 100% negative results. Whilst this is great news, we also know that the risk of transmission remains high for people living in care homes so we have to remain cautious.

To support everyone safely we have attached some guidance explaining our phased approach which hopefully answers some questions we think you may have.

We hope that these arrangements will mean that as many of our residents as possible can see their family and friends in person again.

If your family member is unable to leave their room and meet you in person you will still be able to contact them through face time and skype, but we will do everything we possibly can to arrange face to face visits.

Whilst we have made the decision to restart visiting, we must continue to follow all of the infection prevention control systems that we put in place so early on. We will therefore continue with hourly disinfection of hot spot areas and deep cleaning on each shift.

We will continue to maintain social distancing as much as possible and we are continuing to take the temperature of all residents and staff daily and responding appropriately as a precaution.

We still have a substantial stock of PPE and have continued to have very few staffing issues, our staff teams have continued to be absolutely incredible throughout.

We're really looking forward to welcoming you back and we know this will be a very emotional time for all of us.

If you have any questions or concerns about the new arrangements for visiting, please speak to ( name of manager ) or email me on the address below.

We will keep updating you on a regular basis.

Best Wishes,

Karen Rogers

[k.rogers@herefordshirecarehomes.com](mailto:k.rogers@herefordshirecarehomes.com)

A handwritten signature in black ink, appearing to read 'Karen Rogers', with a large, stylized initial 'K'.