

Dear Residents, Family, Friends or Representatives,

Here at Venturi Healthcare it is appreciated we are all concerned about the potential spread of COVID-19 (the new coronavirus) and how it may impact on your loved ones living with us. Making sure our residents are cared for in a safe and healthy environment is our top priority.

On the 16<sup>th</sup> March 2020, the Government advised care home providers are duty bound to restrict all visitors and non-essential personnel, from visiting our Homes, unfortunately this includes family and friends and will be in place until further notice.

Along with this directive we are posting signs in entrances to our homes notifying visitors that we are actively screening all individuals, including staff, who do need to enter the building.

To confirm, we may only allow visitors for compassionate care reasons, such as end-of-life situations. This will be handled on a case-by-case basis and we will actively screen anyone who visits for this purpose, further protective measures will also be followed during these visits. If visitors have respiratory symptoms or a fever, they will unfortunately be restricted from entering the building.

We understand that connecting with your loved ones is incredibly important and we are committed to doing everything we can to facilitate. Should you wish to consider alternative ways of communicating such as telephone, email, text, video chat or social media, we are happy to assist with these methods of communication. Please contact the Home Manager if you need assistance in using these alternative communication methods.

We will keep you informed on all future government recommendations as they continue to be released. We would like to assure you that our Senior Management Team and our Home Managers are in close contact with the local authority's and CCG's daily and are following their guidance. The entire team is at your service to help minimise the effects of any further changes due to the updated guidance which will ensure the safety and wellbeing of all the residents in our care.

We fully appreciate that this is a challenging time for all our residents, their families and friends. We would like to reassure you that we are devoting all our resources to help you and your loved ones return to normal as soon as possible.

Should you need any further information or assistance please do not hesitate to contact us.

Yours Sincerely

Frank McGuinness  
Managing Director  
Venturi Healthcare