



24th March 2020

Dear Visitor

Re: COVID-19 (Coronavirus)

As you will be aware, we are currently experiencing a Coronavirus (COVID-19) pandemic. As you will understand we are trying to ensure we reduce the risk of our patients, their families and staff contracting the virus and we are endeavouring to ensure that patients remain safe in our care.

Following government advice, we have now reached the isolation phase of our contingency plan and we are putting into action measures to help prevent the spread of Coronavirus. It is with regret that we now need to ensure social distancing measures are in place. We ask you to support us in the difficult implementation of these measures to reduce the risk to all.

The actions we are taking are as follows –

- Families/carers should no longer visit their relative who is in our care
- We are cancelling all patient's leave

These measures are to be taken immediately and until further notice.

We fully understand that these actions are distressing for you and for your family member who is with us. We will do everything we can to ensure patients can maintain phone contact and we are also looking at other technological solutions that support maintaining contact. We are explaining all these measures to our patients and will provide relevant support to all of them.

We ask that you please support the service at this difficult time and accept that we need to ensure effective infection control procedures are in place.

Thank you for your support.

Kind Regards