



Corona Virus (COVID-19) Update for families Care home visiting hours

19 March 2020

Further to our letter of 18 March 2020, we would like to provide you with an update regarding visiting hours for our care homes.

Close family members will be able to visit their loved ones between 10.00am and 6.00pm, Monday to Sunday, effective from today.

These set visiting times will greatly assist us to undertake the screening of individual visitors on arrival and so manage access to our vulnerable communities.

We will review the visiting hours on a weekly basis, in terms of their practicality for families and our care home operations alike, and will advise families of any further changes that may be implemented.

We trust that these time restrictions will not overly inconvenience you, and we envisage that they will be a short-term measure only.

If you do find that you and your loved one are unduly affected, please do not hesitate to speak to your Care Manager so that other arrangements may be considered.

Once again, we would like to thank families for your patience and understanding, as we work to protect our residents from any potential outbreak of Corona Virus.

Sincerely

Virginia Sisson
Operations Manager - Villages