



14 September 2020

Dear Relative & Friends,

**Re: Contingency planning update for St Michaels Homes for Coronavirus (COVID-19) -
Care home visits**

Hope you are all keeping safe and well. This letter is to inform you all our updated contingency plans for the care homes considering new cases which seem to be on the increase locally within our community. Thankfully, we have no reported cases within the homes, and we are trying our upmost to keep this virus out.

After careful consideration & the escalation of the virus within the local area we feel we need to close the homes to all non-essential visitors as from Wednesday 16th September 2020. We have not taken this action lightly and understand it will be difficult time for families not seeing their loved ones again within the care homes, however, we feel this is the only course to take at this time to protect our vulnerable residents & staffing teams.

All Non-essential visits will be suspended, with the exception of people visiting loved ones receiving end of life care and those with a professional medical responsibility or delivering essential supplies to the home.

We will be providing further updates by Email, letter, telephone, or social media facebook page etc to keep everyone informed of what is happening within the homes in general along with general photos.

We are going to continue to offer facetime, telephone calls, skype, also window visits will be allowed however please call into the home and arrange an appointment like normal and we will make sure your loved one is there. Should you wish to telephone in please can you avoid our busy times at all meal times, thankyou.

Our primary concern is the protection of our vulnerable residents and every member of our staff team.

We will continue to advise you of any changes by email, post, social media, or phone, should you have any questions at all please come back to Sean or Claire or the management team who will be happy to help.

Thankyou all for your continued support and understand during these hard times, we do believe we are in a better place than earlier in the year with all the testing, PPE, understanding and other procedures we have in place to fight this virus and we are doing all we can to try and protect us all during these times.

Should you have any concerns or questions please feel free to come back to us or the home management team and we will do all we can to relay these concerns.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'SPW', written in a cursive style.

Directors

Claire & Sean Watson

St Michaels Homes Ltd

Incorporating Howard Lodge & Dudbrook Hall

Tel: 01277 376044

Email: sean.p.watson@stmichaelshomesltd.com