



## The Whiteley Homes Trust

31<sup>st</sup> December 2021

Dear Resident/Relative,

### **Covid-19 Outbreak in the Eliza Palmer Hub**

In line with government guidelines, in the event of two people having confirmed positive cases of Covid-19, the home must be closed to all visitors to ensure the reduction in the risk of the spread of the virus.

As such, I am in the unfortunate position of having to inform you that we do currently have two such positive cases, and therefore are now closed to visitors with immediate effect. The two residents with positive PCR results are symptom free and are keeping well.

Despite our closure to visitors, the current guidelines allow visits to continue by those people who are nominated as the one essential care giver for each resident. These visits can continue to take place with full PPE in place and social distancing where possible, and only when the resident being visited is not Covid-19 positive themselves.

We appreciate how important face to face visiting is to the health and wellbeing of our residents and their friends and families, and how distressing separation is for everyone. The safety of our residents is our chief concern; however, I want to reassure you that we are and will continue to do all we can to facilitate safe visiting that adheres to the Governments' guidelines as outlined in this letter.

I cannot presently confirm the date upon which normal visiting will resume, as this is dependent upon The Health Protection Team (HPT), who will inform us how long outbreak restrictions (including restrictions upon visiting) need to be in place for. This will be informed by the HPT's risk assessment and results from the whole home recovery testing.

During this closure, you can still visit your family member or loved one at their window.

- **Window Visits at the Eliza Palmer Hub:** A maximum of 2 people can visit. We have allocated two spaces on the ground floor in the Lantern Café, with seats positioned either side of the open patio doors where you can visit. The seat on the external side of the door has some cover and protection from the weather. A face mask is not required by visitors as long as the social distance of 2 metres is maintained at all times. If, for the purposes of hearing, the visit distance needs to be reduced to 1 metre then a face mask must always be worn. We would ask that you remain in the designated area throughout your visit. Please note: It is cold, and you should ensure you are wrapped up warm, as we will ensure your loved one is wrapped up warm.

### **Responsible Visitor Code**

- book visits in advance for a specific day and time.
- be free of any COVID-19 symptoms on the day of your visit.

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- conduct a Lateral Flow Test before attending, and ensure it is negative.
- comply with the infection prevention and control (IPC) measures, including mandatory hand hygiene, the use of PPE as required and social distancing requirements, such as remaining in the designated visiting area.

If you would like to book a visit, please contact reception who are managing the process to ensure it remains fair to all our residents. In addition to the visits above, we are also still supporting Facebook or WhatsApp calls via our Facebook Portals or Facetime calls through our iPads. If this communication works best for you just let us know and we can help to organise a call for you.

If you have any questions, please do not hesitate to contact the home manager, nurse or a senior care lead in the normal way or email me at [care@whiteleyvillage.org.uk](mailto:care@whiteleyvillage.org.uk).

Thank you for your continued support and understanding during these unprecedented times.

Yours sincerely,



**Michelle Cox**  
Head of Care  
The Whiteley Homes Trust