



## The Whiteley Homes Trust

13<sup>th</sup> January 2022

Dear Resident/Relative,

### **Covid-19 Outbreak**

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 current guidelines allow visits to continue by those people who are nominated as the one essential care giver for each resident. This happens with full PPE in place and social distancing where possible.

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 described above.

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

### **Window Visits**

During this closure, you can still visit your family member or loved one at their window. As residents' rooms are on the ground floor, family can visit outside the room's window. If the resident you are visiting has a room that faces the inner courtyard, then please arrange for your visit to take place at the dining room window.

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.

### **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.
- 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. Please note we cannot facilitate visits without a booking being made in advance.

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 in the normal way or email me at [ih@whiteleyvillage.org.uk](mailto:ih@whiteleyvillage.org.uk).

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

Yours sincerely,

**Lisa Sparrow**  
Registered Manager  
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The Whiteley Homes Trust