

Date: 23/03/20

Dear Relative/ Resident / Community Customer

COVID-19 briefing paper 2

Please find attached the second briefing paper we have issued to you, regarding the ongoing COVID-19 virus and Wessex Care response.

As of Monday 23th of March nobody will be permitted entry to any Wessex Care home [Milford Manor, Holmwood, Castle View, Kimberly West & East].

All prearranged booked visits from the 23rd March are cancelled for the foreseeable future. We will reassess this on a fortnightly basis based on the advice and evidence of Public Health England.

We recognise that this will be very unpopular and upsetting. However we care for over 170 vulnerable people across our services who are all classed in the Governments 'High Risk' category, therefore as a family we have taken this decision to close to all non-essential visitors from the 23rd March.

Please be aware this decision will not be altered. We are of course aware of how distressing this will be to be parted from a loved one but please be considerate when talking to the homes, community and office staff.

Please be assured that as part of the family of Wessex Care we will do all that we can to protect you, your home and your loved ones while maintaining safely your care. The attached document explains a series of measure we have implemented based on Public Health England advice.

Please do speak to your carer or the office if you have any concerns that we can help you with.

Kind Regards

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