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16th March 2020

Dear All,

**FURTHER URGENT ACTION RELATING TO CORONAVIRUS**

In light of the well publicised and ongoing difficulties that surround the Coronavirus pandemic it has been necessary to again reflect and review the current practices within all Oakleaf sites particularly focusing on both Hartwell and Cotswold. The health, safety and wellbeing of our residents and staff groups is at the centre of every decision we make.

As mentioned in our previous letter we are regularly being updated and reviewing advice being given by the World Health Organisation and Government and we are responsible in responding to this advice accordingly.

This has led us to again review our visiting arrangements for families and friends.

We have now had to make the difficult but important decision as a proactive and preventative measure, to ask all visitors, including family members and friends, to stop visiting our Hartwell and Cotswold sites until further notice. Community houses will also have restricted visiting arrangements agreed and discussed with the Manager Kate Thomson.

We have not taken this decision lightly and appreciate that this may cause some upset but feel this is a necessary step to take in protecting your loved ones. Clearly visiting is an area of huge risk for us when considering the fragility and vulnerabilities of many of our client group. The potential for the virus being brought into any of the sites is unquestionable and therefore certain measures will now need to be put into place in order to be as preventative as possible.

We will now be working hard to ensure residents and families are able to contact each other through other means, including increased phone contact, Skype and emails.

We do appreciate there may be very special circumstances where you need to visit a loved one and we are supportive to this possibility. In special circumstances please discuss this with the following Senior Managers, so we can ensure all requests are carefully considered and where agreed protective and safer visiting strategies can be risk assessed and put in place. I must emphasise this may be a one off agreement or agreed due to significant ill health not related to the Coronavirus.

Agreement related to Special Circumstances

Hartwell Site – Kathy Swannell / Dan Gordon / K Mackmin / Vicky Williams / Alessandra Knaggs

Cotswold - Kathy Swannell / Dan Gordon / Karen Eastwood

Community - Kathy Swannell / Dan Gordon / Kate Thomson

For families that currently take residents home at the weekend we are persisting with these visits currently but please be vigilant around the advice being offered by the Government/media around hand washing and avoiding crowded places, we would recommend these are limited if not stopped. We are also unable to provide staff for such escorts home.

In order to limit the opportunity for infection it will be necessary to limit travel off site. All non essential travel will be cancelled. This may have a limiting factor in some areas but we will try to balance this out using an approach that takes risk into account. At this stage this does NOT mean all community sessions will be cancelled but this will remain under review as the wider situation changes.

These are not measures we take lightly but ones we hope you understand the rationale. The senior Oakleaf Management Team will be meeting on a daily / weekly basis to review these plans and will of course be guided by the advice given by the Government and public health organisations. As and when plans change we will do our very best to communicate these in a timely fashion.

If you have any questions relating to these arrangements or our plans with how we are managing the Coronavirus situation please contact us and we will do our very best to answer your queries. This is a highly unique, concerning and escalating situation – one that is unprecedented in recent times.

At Oakleaf we are doing our very best to implement safety and logistic precautions whilst at the same time keeping the impact on our residents as low as possible. Health and physical wellbeing is paramount and I hope you are able to manage the situation in your lives as safely as possible as well as helping us to do the same.

Yours sincerely



Kathy Swannell

Clinical and Operations Director