13th October 2020

Dear Family and Friends

**Re: Booking System for Family Visits**

We recently reviewed our booking system which took take place from 5.10.2020, however, the information did not reach all families to which profound apologies are offered and this letter will now include all the information and recent Government guidelines relevant to future bookings and visits.

As you may be aware the Prime Minister has set out how the Government will further simplify and standardise local rules by introducing a three tiered system of local COVID Alert Levels in England on 12.10.2020. There are three levels:- Medium, High and Very High.

The visits can continue if you are currently living in a local Medium area, however, if your home is deemed High or Very High, bookings and visits will not be able to be facilitated. In order for the receptionist to ascertain this on bookings, for each visitor the postcode will be asked for and checked against the Government website, this will also be repeated on the day of the visit. In the event that there is a change of tier status from the visitor’s home or indeed from Oakleaf’s perspective, unfortunately the booked visit will be cancelled in line with Government recommendations.

In addition, from 19.10.2020, we will have access to another indoor facility on the site at Hartwell. Just to remind you that the times of availability will be Monday – Friday 1.30pm, 2.45pm and 4.00pm and Saturdays 10.00am, 11.15am, 1.30pm, 2.45pm and 4.00pm. This now provides two indoor visiting options, (the Marquee will be dismantled shortly). However, unfortunately no pets will be allowed within these premises due to allergies which could be transferred to other visitors and residents. Just a gentle reminder that a face covering is to be worn at all times unless medically exempted with a document to confirm this and visitors are to remain socially distanced at all times.

With regards to The Cotswolds - visiting is suspended currently and will be reviewed on 19.10.2020 at the next COVID meeting at Oakleaf.

The booking of visits will now be made with the support of the Receptionist, Kathlyn and Family Social Care Assistant, Hayley. To reiterate all bookings are to be made using 01604 864466 as the previous mobile will no longer be in use, please can you ensure that you ring between the hours of 9.00am – 3.30pm on each weekday, as outside of these hours we will not be able to accommodate your requests as access to the necessary booking sheet will not be available

We will update our website <http://oakleafcare.com> confirming these arrangements and would like to continue to use this as a means of communicating with you and your families. However, we also recognise if there is anyone that does not have access to the internet to let us know and we will keep your details and continue to use the postal system in the event there are any changes to visiting.

I am aware that this letter appears to be imposing but we are governed by PHE guidelines and I am sure you will appreciate that this course of action is necessary for Oakleaf to protect their residents, staff and to ensure that you and others are kept as safe as possible.

We very much appreciate your co-operation in this matter.

Yours sincerely



Kathy Swannell

Clinical and Operations Director