

2nd November 2020

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Dear Family and Friends

I hope this letter finds you well and that you are continuing to keep yourselves and others around you safe.

As you will understand from the news, the Government have decided that from Thursday 5th November 2020 a 4 week period of national lockdown will be enforced. Like us, you will have digested this news with much sadness and frustration. Sadly for us this impacts on our ability to welcome visitors on to the site.

The period of lockdown earlier in the year brought much heartache and difficulty both for yourselves and your loved ones in our care. Family contact is a vital cog in our care wheel and it has given us great heart in the past few months to have you all back on site.

It pains me greatly to announce that after Wednesday 4th November 2020, all family and friends’ visits to **all** Oakleaf sites will have to stop, in line with the Government decreed lockdown. I know this will cause much angst and upset but I will reiterate the fact that we are implementing this with the sole intention of keeping our resident group safe and preventing COVID getting on to the site, which could potentially be catastrophic for a wide range of our service users.

I want to assure you that we will be reviewing this as the 2nd December 2020 date approaches and will be guided by the approaches, advice and information given by the Government. We will always take the decisions we need to, to ensure the safety of the wider group, however hard they may be.

Our goal will always be to get you all back on site in the safest way possible and I know that the thought of Christmas looming will be causing much distress and uncertainty amongst everyone. This is being felt by us as a staff group too and I want to assure you again that we are taking this as seriously as possible.

During the next 4 weeks I will be personally liaising with all of the units to remind managers and staff that communication with you is vital at this difficult time and that things such as FaceTime, WhatsApp video calls and phone calls will be essential in keeping spirits up and maintaining contact.

These letters are always a difficult source of communication and I know this will be received with much sadness. It is an initial 4 week period in which time I promise we will take great care of your loved ones in our care and will be keeping a close eye on both local and national situations. The winter could feel like a long one and it is important we keep communicating with you.

Please know that not having you on site is a miss to us all but we are going through these restrictions with the goal of getting to better days and times where we can feel some sense of safety and normality.

You are all in our thoughts, your safety and the wellbeing of your loved ones is our priority and I firmly believe we will eventually come through this by working together and having the common goal of coming out the other side as happy and as healthy as possible.

Yours sincerely



Kathy Swannell

Clinical and Operations Director