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Dear

I am sure you will have been delighted to hear the Government's announcement of the new visitor's scheme for care homes as part of the Prime Ministers roadmap out of lockdown for the UK.

I know how difficult the last year has been for so many of you and also for people we support without face to face contact. I am very happy to advise that in line with these new guidelines within all our residential homes we will be facilitating face to face visits for one named person per person we support from Monday 8 March 2021. We will continue to lobby for the same arrangements to be extended to supported living, and there is some indication that this may be successful, so we will keep you up to date with any changes as soon as they happen.

As you would expect, to keep both you and the people we support safe plus our team members, there are a number of detailed requirements for this scheme which you will find outlined on the attached FAQ. Please ensure you read these carefully.

We will be speaking with people we support and family members over the coming days to find out who they would like as the named person. Once this person is nominated, the visitor cannot be changed, unless in exceptional circumstances so please think carefully who the most appropriate person should be. The reason we cannot change the nominated person (unless in exceptional circumstances) is to minimise risk which I am sure you will understand and we are following the government guidelines provided to us.

I know this news will be a welcome move towards getting back to normal post COVID-19 and we look forward to seeing the nominated person in our homes soon.

If you have any questions about the residential care visitor's scheme, please discuss these with the Achieve together team member who will be contacting you shortly.

I'd like to take this opportunity of thanking you for your support and understanding during a difficult period and we will keep you posted of any further government guidelines issued around the lockdown easing when they are announced.

Best wishes,

Emma Pearson
CEO