

12th March 2020

Dear

The health, safety and wellbeing of our residents is of the utmost importance to us at Cornwallis Care Services. Because of this, and in light of the current situation regarding Coronavirus (COVID-19), we are taking the precautionary measure of only allowing essential visits to our care homes.

These include doctor and district nurse visits, essential deliveries and essential maintenance repairs. Exceptional situations may include end of life or major family incident, in these circumstances we ask that you contact the Home Manager to make appropriate arrangements.

I would like to stress that we have no cases of coronavirus among our residents or our staff members, this move is a purely preventative measure. We will continue to monitor the situation closely, taking advice and guidance from Public Health England.

We encourage you to remain in close contact with the Home throughout this uncertain period, via phone and email, and will do our very best to help you maintain regular contact with your loved one/s.

We have robust infection control practices and strict protocols in place to limit the risks of cross-infection in our care homes and we monitor our residents' health closely and continuously.

We would like to thank residents, relatives and staff for their cooperation with this decision.

Yours faithfully

Mr Stuart Clarkson

Managing Director, Cornwallis Care Services Ltd.