

Priory Group  
80 Hammersmith Road,  
London W14 8UD

27 July 2020

Dear Mr Bury

I last wrote to you on the 12<sup>th</sup> of June 2020 to say that we had started to introduce some limited visiting. I write to you again, as I know that many of you are anxious to spend more time with your loved one and we want this for you too.

**All the existing visiting arrangements still stand whilst we review the latest government guidance that was released yesterday in order to produce a Visiting Policy to cover the home where your loved one lives.**

From preliminary review, there are some key principles that are clear and fit with our approach to ensure that we keep your loved ones safe. Covid 19 remains a real risk despite infection rates in the general population reducing and the majority of the people we are privileged to care for and support have additional factors that make them more vulnerable to Covid 19. It is with this in mind that the Visiting Policy will contain the following key principles.

- Individual Risk Assessment
- We will be developing a "My Visiting Support Plan" for each resident and service user that is personalised to them. We will liaise with you about this.
- If your loved one does not have capacity, we will need to complete a Best Interest meeting, which will involve you and their social worker
- We have to pay attention to views of local authorities who are tasked with assessing infection risks in local areas. This may mean that we have to halt our visits, if an area goes into a local lock down.

There are a couple of things we cannot offer at present but will keep under review.

- Visits within our homes
- Visiting by children

We are completing a survey in relation to which sites may be able to develop a visiting room that is accessible without going through residential areas. We will also be looking at how we can be supporting visits as the colder seasons come along. We continue to follow national guidance and there are very robust processes in place across Priory Group to ensure we continue to care for your loved ones, their families and our staff as usual. As you will appreciate, there are many elements to consider and we aim to send you a copy of the Visiting Policy within the next 2-3 weeks.

Should you have any queries please do not hesitate to contact the home manager, [REDACTED] on 018 [REDACTED] or the Operations Director, Stephen Coates, on 07801217023. Please look after yourself at this time.

Yours sincerely,

*Rebekah Cresswell*

**Rebekah Cresswell**  
**Chief Operating Officer**  
**Priory Adult Care**