

Tuesday, April 14th, 2020

Dear Families of People we support in Sussex Health Care Homes,

COVID-19 – Coronavirus Update

We are now entering the 4th week of the lockdown and so much has happened. Sussex Health Care continue to take the welfare of you and your family members very seriously and we fully understand the concerns many people are having in the current situation with the COVID-19 Pandemic.

Visits to people we support in SHC Care Homes continue to not be allowed unless there are truly exceptional circumstances and arrangements would then need to be agreed. We all now know that this is to protect and shield your loved ones and I hope that you will continue to be reassured by this.

Skype or equivalent calls with your relative continue to be supported as frequently as you would like.

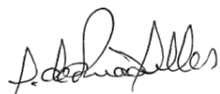
Our contingency plan continues to be actively monitored and reviewed every time the latest advice changes or develops. We have rigorous infection control procedures in place and we have received acknowledgement of the strength of these procedures and requests to share them with other providers which we have gladly done.

We also realise that not everyone is receiving the regular updates that we are sending out to the families and loved ones of those we support. If you are reading this and feel that you should have received such communications, please email me through our Enquiries email – enquiries@sussexhealthcare.co.uk.

Once we can confirm your right to receive regular communications and updates we will include you in these updates as well. I am sorry if you have not received regular updates and Newsletters during this worrying time.

Our staff team members – permanent and temporary – have all been working so hard and with such commitment, love and diligence to help keep your family members safe and well and I know they will continue to do so. We have received a huge range of messages, pictures and cards to both the people we support and our teams so thank you so much for that. It is uplifting for the people we support and the staff team members supporting them. We have all been working hard to keep them safe as well as, by keeping them safe, we help keep the people we support safe.

Kind regards



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