

**IMPORTANT UPDATE 13/03/2020:**  
**COVID-19 / Coronavirus Outbreak**

“We have taken the difficult decision to close our homes to non-urgent visits, in response to the coronavirus, COVID-19 outbreak.

We can confirm we have **no symptoms** or confirmed cases of COVID-19 at any of our locations at this time. However, we have taken this action to prevent the potential exposure of COVID-19 to the people that live at each of our homes. Our residents are among the most susceptible to becoming seriously ill from the virus, and we want to do all we can to prevent the infection from reaching them. Our priority is, and always will be, the health, safety and wellbeing of our residents, and that of our staff members. This decision has not been taken lightly, and forms part of our overall risk assessment for the control of an infectious outbreak at our services. We will still allow visits from medical professionals as and when people need medical assistance, or in an emergency situation.

Any family members wishing to speak to their loved ones, or wanting updates on their welfare can call the care team at the home, or ask to speak to the manager. Contact details are available on each home’s page.

We do not wish to keep families apart, especially if their loved one is very frail or unwell. We understand that there will be situations where we need to make exceptions and allow visits. We will risk assess these occasions, and make necessary arrangements as and when the need arises. Any queries should be directed towards the manager at each home.

We would like to reassure residents, staff, family members and the public that we are currently taking every necessary step to keep everyone safe, comfortable and happy, including maintaining our strict health, safety and hygiene procedures.”