

Dear relative,

As you know that Runwood Homes has taken decision to temporarily postpone all non-emergency visits into our homes at present. We understand that this is a very stressful time you as a family especially with Mother's day approaching but it is essential that we reduce the risk of infection as much as possible for your loved ones during this difficult time for all.

We have been overwhelmed with calls from family members who are rightly so very concerned but can I please ask that that you are patient and if you can not get through to only ring if you need to do so. If there is any concerns regarding your loved one we will contact you immediately.

Our home is continuing to run as normal as it is possible to do so, and our team are all pulling together in the upcoming days and weeks. Jimmy, Hannah and all staff will post as many photos as possible so that no one misses out on anything. I have given up my mobile so that you can if you wish ring to speak to your relative during office times if you so wish to do so, the number is 07919222727, staff will be happy to assist with this the best they can.

Everyone here in Clifton is safe and are praying it stays that way. Unfortunately, we do not know what the days ahead have in store, but we have a brilliant team who will continue to give support to all loved ones.

We thank you all for your patience and continued support at this difficult time and if you have any concerns at any time please feel free to contact me by e mail or by phone.

Yours faithfully



A Horne

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