

20 November 2020

Runwood House  
107 London Road  
Hadleigh, Benfleet  
Essex SS7 2QL

**Dear Family and Friends**

We hope this correspondence finds you safe and well during this second lockdown period.

We sincerely hope that every effort is being made to keep you up to date on your loved ones. We felt it important to contact you to inform you about the latest guidance, as well as the developing plans that we have in place, to enable visits to our care homes in the near future.

We really do, absolutely, understand the frustration and distress felt by many, due to the restricted visiting throughout this pandemic. We hope that you can appreciate that, for us, as a professional and leading provider, it remains our responsibility to best protect our residents and staff, and therefore we must always abide by Government advice and uphold our stringent infection prevention and control measures.

Through our years of experience in caring for others, we fully understand how crucial it is to encourage and enable face to face contact, beneficial for everyone's wellbeing. Our teams have worked with determination to maintain communication with families via phone calls, virtual visiting, garden visits during the summer, indoor visits using a screen, where possible, and window visits too.

The latest guidance states that visiting may now only take place inside a care home if there is a complete screen divide in place, such as a floor to ceiling screen or a dedicated pod. This new measure supersedes our present screens that we have in place, which were previously deemed to meet the criteria for indoor visiting.

To meet the latest requirements and facilitate visits going forwards, we have developed, and are currently producing, bespoke visiting pods. Each one will be purpose-built to suit each of the visiting areas identified in our care homes. Together, our facilities teams are working hard in order to set up these new visiting pods, which we hope to have in place over the next month.

Please feel assured that we will contact you to advise when this type of visiting can commence. In the meantime, we are of course very grateful for your continued understanding and patience, and we encourage you to still keep in touch via the means that are currently available.

We are delighted by the recent media reports of an imminent vaccine, which will be made available to care home residents and staff as a priority. This is much welcomed news and gives a sense of optimism for the coming months.

We are also awaiting the outcome of the current government pilot into the rapid testing of visitors to care homes. We support this approach and hope to be welcoming you into our care communities, just as before, very soon.

We will continue to keep you updated via our company website, but please do not hesitate to contact us via our [info@runwoodhomes.co.uk](mailto:info@runwoodhomes.co.uk) email address, should you have any questions.

Thank you for your patience in what continues to be a challenging time for us all, and we trust we have inspired some hope, relief and happiness to be able to look forward to face-to-face visiting in the not too distant future.

Kindest regards

The Runwood Homes Board of Directors