

Holbeach and East Elloe Hospital Trust

Owned and Run by the Community

Boston Road North, Holbeach, Spalding, PE12 8AQ Tel: 01406 422283 Fax: 01406 425752
Email: info@holbeach-hospital.org.uk www.holbeach-hospital.org.uk

Please reply to:

Friday, 06 November 2020

Dear families

Thank you once again for your continued patience and understanding whilst we have been considering the latest Government Guidance issued to care homes following the Prime Minister's announcement of a National Lockdown. We realise this is a very anxious time for families and want to keep you up to date with our current response which has been agreed by the Management Team and Board of Trustees.

Our first priority continues to be to reduce the risk of coronavirus (COVID-19) transmission in our Hospital and keep our residents safe (many of whom fall into the Clinically Vulnerable or Extremely Clinically Vulnerable groups). Our wish is to be able to reunite families in the safest possible way when the time is right. Our current visiting arrangements will be reviewed weekly and you will be informed when there is any change. We have considered many options that would continue to facilitate indoor visiting, but the options would benefit very few and have a detrimental impact on many.

However, due to rising cases of infection in the local area, we have had to take the decision that indoor visiting will be suspended for the moment and this will be reviewed on a weekly basis. From Monday 9th November we will be offering other ways for families to keep in touch, including window visits (where appropriate), WhatsApp video calls, emails and letters, in the hope that when the restrictions come to an end we can move forward with allowing visits to begin once again. They say the art of letter writing is dead – lets prove them wrong. Letters and emails can be read to your loved ones by staff and will provide a valuable point of discussion. We appreciate this will be disappointing but hope you will understand the very fine balance we must take to protect against the potentially devastating effects of Covid-19 when it spreads in Care Homes.

If you would like to book a window visit or WhatsApp call, please email info@holbeach-hospital.org.uk with your preferred day and time. This email is address is attended Monday to Friday 9am to 3 pm. We will attempt to accommodate window visits Monday-Friday between 11am and 3:30pm with half an hour slots being allocated per resident. If you are visiting a window with other people please ensure they are from your own household or support bubble, in line with government restrictions.



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For those residents who are bedbound we regret that this will not be suitable and other ways of keeping in touch will be considered. Window visits will either be at the resident's bedroom window or in one of our dayrooms.

Yours sincerely

Maxine Winch
Hospital Manager

