

**16 March 2020**

Dear Family Member / Carer / Representative,

### **Suspension of Non-essential Visiting to Residential Care Homes**

As a family member/carer, or representative of an individual who resides in one of our care homes, I write to advise you that as part of our preventative Coronavirus contingency plans The Mungo Foundation has suspended visiting, other than those visits that are deemed to be essential.

The wellbeing and safety of those we support, their families and friends, and of staff are of paramount importance to us. In response to the developing situation we have taken the decision to implement measures that ensure enhanced infection control actions are enacted. We have not taken the decision to suspend visits to services lightly and we understand that this might cause anxiety and some discomfort. However, we have drawn from NHS and Public Protection guidance, and have made this decision in recognition of the vulnerable status of individuals on the basis of frailty, age, disability or chronic health conditions. We have endeavoured to liaise with all residents and families, to advise of the measures we are putting in place to protect their loved ones. These are preventative and precautionary measures only - we will continue to follow guidance from the NHS.

Additionally, we have put in place enhanced infection control and hygiene protocols for staff to follow, as well as any visitors who come to the service out of necessity. We acknowledge the need to maintain contact with families and carers; we are taking steps to ensure that our local managers arrange and agree with families modes for regular contact with loved ones, through phone calls, Face time, Skype and social media. Where individuals are unable to communicate in such ways, we will make sure that we are directed by you in terms of determining the most appropriate way to maintain contact.

I thank you for your cooperation during what are unprecedented circumstances and wish to reassure you that the health and welfare of those we support will remain the priority of our organisation. The organisation will continue to provide updates via our website and social media platforms, and we will communicate directly via correspondence on any significant developments as they arise.

Yours sincerely

**Patricia Donnelly**  
**Chief Executive**