

06 January 2021

Dear Sir/Madam

Government COVID-19 Restrictions

I am writing to update you on the impact the changes in COVID -19 restrictions will have on services we operate in both England and Wales.

Sadly, as we all have now been informed, infection rates across the whole country have increased at a rate where we are all now being asked to comply with new restrictions on our daily lives. These restrictions are in the main those that were implemented at the beginning of the pandemic and ones that, at the time implemented, kept the individuals we support and our staff safe and well.

National Care Group is required to implement fully all national and local guidance it receives and as such with regret this will impact upon the flexibility, we have to accommodate face to face contact between the individuals we support and their families. This can I know, be very distressing for all concerned but is the reality of the situation we find ourselves in at the present. Where we can facilitate contact with families, we will continue to do so provided that this is in accordance with all the guidance we have received and protects the health and well-being of everyone we support in a service and our staff.

Your patience and commitment to work with our local teams throughout the pandemic has meant that we have been able to keep the vast majority of the individuals we support safe and well. I would again like to express my gratitude to you for all of your support at a time which must have, for many of you, been extremely difficult and ask that you continue to work through with us the challenges we now face.

I have to report that regrettably in some areas we are seeing increasing infection rates and as such it is important that we fully embrace the new restrictions put in place. More positively we are seeing the roll out of more testing equipment for both the individuals we support, and our staff and we are beginning to see the vaccination being offered to some individuals and staff. The enormity of the challenge faced by us all, however, is to keep focused on implementing the restrictions until such time as testing and vaccination becomes more common place than is the case currently and the levels promised to us by Government are achieved.

As we enter the next stage of the restrictions now proposed I want to reassure you that everyone at National Care Group will work tirelessly to continue to minimise the anxiety and disruption to the lives of the individuals we support. Colleagues across all of our services have shown amazing dedication and commitment, at a time when they face their own personal worries about the pandemic. We must all continue to support them in all that they do in the weeks ahead and until we together, find ourselves in a better place.

My heart goes out to all relatives and friends at this difficult and emotional time. If you do have any concerns about your relative, then do please raise them locally with the team who I know will want to offer guidance and advice to you.

Thank you once again for all your support

Yours sincerely

James Allen