

28 February 2022

Dear Family Member

### National Care Group COVID-19 Response Living with Covid

In light of recent Government announcements setting out a plan to be adopted to support us all to accept that living with Covid will very much become very much part of all of our lives, I wanted to let you know how National Care Group is planning to respond to this.

#### Delivering the right support at this difficult time

As you know throughout the pandemic our primary objective was to keep the people we support and our colleagues safe and well. This was achieved by a combination of changes to the way we operated, the commitment and courage of our colleagues, and the patience and support of the people we support and their families. Without all of this we could not have achieved what we did, and I would like to extend my thanks and appreciation to you for working with us during a very difficult time. I know from my own personal experience how difficult it was not to be able to visit loved ones and the heartbreak this has caused.

Over the last few months, we have been working hard to get things back to the way they were before the pandemic, and we will continue to do this. At present we are awaiting final confirmation from both the English and Welsh Governments as to any measures they may advise need to remain in place within care settings. As soon as this is confirmed we will make what we hope will be the final changes to our operating policies which, as I say, will enable us to get back to normal.

#### We are here to Support You in Every Way Possible

In the interim I would ask for your continued patience with us and local managers who are at this point still required to follow guidance in place with, for example, risk assessment and visitor testing. This may seem overly cautious to some, but I trust most you will be comfortable with the fact that we are still very keen to ensure that we follow all the guidance we are given until this is formally withdrawn or changed.

Thank you once again on behalf of everyone at National Care Group for your continued support.

Best Wishes



James Allen