

Date: 18 August 2021

Dear service users and relatives and friends,

We hope you are all well and it has been lovely to see some sunshine over the last few weeks, and it's great to see so many of you visiting again. As you are aware there were Government announcements on 19 July 2021 and on 9 August 2021 and we wanted to help you understand how this impacts those who receive our care and support.

As we are all aware COVID 19 cases continue to transmit within communities and whilst all of Hayfield's care and support staff and service users are vaccinated, where medically possible, it is imperative that we all remain somewhat cautious in our interactions with others.

Please be assured that all of our staff continue to be regularly tested, wear PPE and follow strict Infection Control & Prevention measures and socially distance as much as they are able to. You may see staff displace the FRSM masks in order to communicate considerably and effectively with your family member but be rest assured that on these occasions a 2-metre social distance will be adhered to and conversations will be time limited depending on the safety of the environment (i.e.; well ventilated area, indoors or outdoors, size of the room etc).

It is also requested by Scottish Government that families and friends adhere to social distancing guidelines as much as they possibly can throughout visits, and whilst hand holding and giving a brief hug is permitted, it does increase risk, so we would ask that you continue to be cautious with your loved ones and keep physical contact to a minimum.

In Scotland, all mainland areas are now beyond Level 0. The new ruling enables varied family members to visit, again our preference is to limit to two visitors per service user / care home at any given time. Of course, exceptions will be considered due to the distance travelled by many families to see their loved ones. Hayfield will endeavour to meet all requests from service users, family members and friends. Service users who make visits outside of the care home do not need to isolate upon return although some situations may merit being subject to a risk assessment.

In line with all of the new government guidance issued please take note of the following: -

- All visits must continue to be booked and planned in advance.
- As you are aware, indoor visiting is subject to Lateral Flow Device Testing however our preference is that you test yourself at home and show proof of a negative result before entry.
- However, if testing at home is not possible we can do this for you on arrival at the Care Service but it may incur a 30-minute wait before entry.
- It remains to be our preference that all indoor visitors are vaccinated wherever possible but this is not mandatory.
- We continue to restrict indoor visiting to a designated visiting area or the persons' bedrooms if that is their preference.
- Please support us in keeping everyone safe by going directly to your visiting area and assist us by NOT moving around the home.
- Please also support us in ensuring that you continue to wear the facemasks provided whilst visiting indoors. These will be provided upon arrival and are necessary at all times except when lowered to show facial expression, communicate, drink or eat.
- For those visitors that do not wish to visit indoors we will continue to offer visiting outdoors and for these types of visits testing and face coverings are not required.

- Social distancing will remain in place.

Much of the above information has been displayed in an easy read format and been explained to your family member in BSL as best as possible. We continue to inform, coach and influence those in our care to take personal responsibility for their well-being and safety against Covid 19 and this is carried out at every opportunity, if required.

We are delighted that our Day Service is now open to everyone on a full-time basis however many safeguards are in place and will be adhered to until we receive further notice from Public Health Scotland.

Service users are enjoying a fuller life by reestablishing meaningful contact with family and friends, which is their most vital contact, re-establishing a level of independence (for those who have been risk assessed as NOT requiring 1 to 1 support) and enjoying more activities and recreational services. We still refrain from attending large public events however small groups of friends (whether with staff or go independently if assessed safe to do so), may visit the cinema, go out for meals, enjoy a visit to their local pub, go swimming, travel independently etc.

I hope this provides clarity on where we are at the moment.

Please note that we will continue to reassess the situation and if Public Health determine that changes are required or indeed if a Risk Assessment determines that the safety of service users are at risk, restrictions on socialising may need to increase again. We will, of course, communicate with you to ensure you are aware of any changing situation.

Sending our very best wishes to you and your families.

Suzanne Finnigan  
Director

**This letter will be translating into BSL / infographics in due course.**